

## CASE STUDY

### New York City Police Department

#### Moving department policymaking into the cloud

As the largest and second-oldest police department in the U.S., the NYPD maintains a procedural manual in excess of 3,000 pages that requires constant updating. The NYPD was looking at innovative, new ways to digitize, automate and track these critical processes and chose Esper to execute on this vision.

NYPD partnered with Esper in December of 2021 to move all policymaking into the cloud, leveraging Esper's purpose-built SaaS platform.

The NYPD had a multi-pronged agenda. First, they needed a centralized platform to draft and review policy and route it through the approval and clearance process. Second, they needed to publish these new and updated policies to their 50,000+ employees and track the reading of and compliance with those policies. Finally, the department's goal is to achieve Commission on Accreditation for Law Enforcement Agencies (CALEA) accreditation by building and maintaining modern, transparent and equitable policies for their employees.

Scheduled to launch in Q3 of 2022, the NYPD will have a full suite of workflow and policy management tools at their disposal. This will allow the department to collaboratively draft policy, research existing policies, publish out their policy to all 50,000+ employees, track compliance of these policies and analyze data for increased operational insights.

This partnership tackles the NYPD's immediate needs while also giving them a scalable and responsive platform to automate additional critical processes.



#### New York City Police Department

**Established:** May 23, 1845

**Employees:** 52,209

**Officers:** 34,690

**Civilian employees:** 17,519

The mission of the New York City Police Department is to enhance the quality of life in New York City by working in partnership with the community to enforce the law, preserve peace, protect the people, reduce fear and maintain order.



**DANIELLE PEMBERTON**  
Deputy Commissioner,  
Strategic Initiatives  
NYPD

“NYPD’s partnership with Esper allows us to build and maintain modern, transparent and equitable policies for our more than 50,000 employees to better serve the great people of this city. These types of strategic partnerships set us up not only for success today, but for the future.”