



*St. Martin Parish*  
**SHERIFF**  
*RONALD J. THERIOT*

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June 10, 2019

Signalscape, Inc.  
Deborah Kiredjian  
3773 200 Regency Forest Drive Ste. 310  
Cary, NC 27518

Re: StarWitness Room Interviewer/Field Interviewer

Dear Debbie,

I just wanted to drop you a note regarding our satisfaction with the StarWitness Room Interviewer and Field Interviewer systems that we purchased from Signalscape, Inc.

First of all, the StarWitness Room Interviewer is the easiest to use and most user friendly Interviewer Room system that I have come across to this date. We have 4 separate interview rooms – (2) Criminal Investigations, (1) Juvenile Investigations and (1) Narcotics Investigations. In visiting with our Lieutenant's (Supervisors) in each division, they have expressed their satisfaction with the reliability and its ease of use. The fact that the StarWitness system is software based and runs on a PC makes setting up access and security a breeze. Another benefit is continuity of operation. With DVR based systems, typically when a DVR fails and needs to be replaced, that DVR is usually no longer available and has to be replaced with a like model. Over the life of the system you can effectively replace 2-3 DVRs which means that your Investigators now have to learn and be familiar with each model DVRs operations. Nightmare is a word that comes to mind in having 15-20 Detectives be knowledgeable and familiar with 3 different DVR systems. This was the case with our last system which we had for a total of 4 years and ended up changing it out to StarWitness. With StarWitness, if the PC that the software is installed on fails, the software is simply reinstalled on the new PC and operation remains the same. Additionally, Detectives can transfer between divisions and operations all remain the same.

The Field Interviewer system was something New that was demonstrated to me at the time we were making the decision to purchase the StarWitness Room Interviewer systems. I had never seen a portable solution as such but my lightbulb went off during that demonstration and we made the purchase for it as well. I have heard multiple examples of how this has helped our agency. We've used it to do field interviews on major crime scenes and field interview handicapped/infirm complainants/witnesses that were unable to come in to the office for an interview. Additionally, our Parish is split into 2: Upper and Lower St. Martin Parish with Lower St. Martin Parish being approximately 70 miles away. Rather than purchasing a 5<sup>th</sup> StarWitness Room Interview system for this substation for the occasional use it may encounter, the investigating Detective brings with them the Field Interviewer, conducts the interviews and then imports from SD Card the interviews once they return to the office into the StarWitness Room Interviewer system. This system has save us many hours and complicated logistics in conducting interviews under these circumstances.

Service is always a major consideration when making these types of purchases. The installing agent SAIA Technology from Baton Rouge was knowledgeable and a pleasure to work with on deployment and training. It's comforting to know that if any problems arise that we can't resolve over the phone with StarWitness technical support there is someone locally than come onsite to resolve any problems that we may have.

I consider the StarWitness and Field Interviewer systems to be one of the finest implementations I have installed to date and hope that you will share my thoughts with anyone interested in your systems. Feel free to use me as a reference

Sincerely,

*Michael R. Benton*



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