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PERSONNEL STANDARDS

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PETROLEUM and

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PUBLIC INFORMATION

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WEB SITE

www.state.il.us/osfm

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To Whom It May Concern:

On behalf of the Division of Arson Investigation of the Office of the Illinois State Fire Marshal, I am pleased to recommend FireFiles Fire & Arson Investigation Software as one of the most powerful tools available anywhere for fire investigators and administrators.

When first approached by Albanese Consulting, we were facing significant challenges managing our fire investigation case data. Our investigators worked with spreadsheet and template forms for preparing reports and organizing their data. The team was spread throughout the entire state, and this presented major problems communicating findings and sharing relevant information from case to case. Further, we found it very difficult and time consuming to manage investigators, generate statistics and compile summary reports for administrators. FireFiles offered a solution that solved these problems.

We attended a number of industry related conferences and researched product offerings across the country looking for a better way to do things. Nothing on the market proved to be as cost-effective and specific to fire investigations as FireFiles. Our final decision was made based on the following:

- Reporting consistency
- Search accuracy
- Data tracking & statistical analysis
- Efficient, centralized case management
- Ongoing upgrades and support
- User-friendliness

We are very pleased with the product and feel that it is an essential tool for any fire investigation agency.

Sincerely,

Terry L. Ford

Director of Division of Arson Investigation

Illinois State Fire Marshal's Office