FINDER implementation guide

FROM SIGNED MOU TO LIVE ON THE NETWORK

It takes a signed MOU, a copy of your data and a prepared Windows machine. Your IT staff pull the data and open one remote session; FINDER engineers build the connection, and your Sales contact runs the process.

Before we begin Sign the FINDER MOU in DocuSign (a data provider's agreement is added only if a module requires one), and confirm your contacts on the FINDER Agency Assessment Form. When the MOU is signed, your Sales contact sends a request for a data fragment of each applicable CAD, RMS and JMS system, with a secure upload link. Have it in by the kickoff call. It is the single biggest factor in how quickly your agency goes live.



Kickoff

Reserve 60 min | Expect 30 min

Confirm CAD, RMS and JMS connections and read-only access to your data fragments. Choose user setup; Active Directory export is preferred. Confirm the Windows host and remote-access method for installation (page 2).

Bring IT and the records validator; have your data fragments in.

Installation

30 min call | 3 hr access window

Review parser status and the historical-load estimate. FINDER engineers begin installation at the end of the call; it typically takes 1 to 2 hours. Historical loading may continue afterward.

Have the approved Windows host and remote access ready.

Validate and go live

Reserve 60 min

Compare source records with FINDER, check structured fields and review crime heat maps. Confirm data approval and sharing, activate user access, train your admin and schedule user training.

Bring source-system access and your admin.

Scheduling: Your Sales contact books the three calls as a weekly series once your agreement is complete. The pace is set by the data fragments and the Windows host: when both are ready, the series moves. User access is activated at go-live, once your records are validated.

Choose how users get access

Method	What your agency provides
Active Directory export Preferred	A current user list with names, agency emails and AD groups on the FINDER roster template. Your admin approves the group-to-role and module mapping. Each listed user receives an email invitation to accept and set a password. No passwords are exported.
Single sign-on Recommended over 200 sworn	Your identity provider details and an IT contact. FINDER configures and tests single sign-on with your IT during activation. Users sign in through your agency identity provider.
Self-registration	Users register at login.findersoftware.com. FINDER verifies the agency and designated admin; your admin approves remaining users.

An Active Directory export is a point-in-time roster, not automatic directory synchronization. After go-live, your admin manages additions, changes and removals using the agreed method.

Agency preparation and installation

Before the kickoff

- Sign the FINDER MOU in DocuSign and confirm your agency lead, IT contact, records validator, primary admin and backup admin on the Assessment Form. One person may fill more than one role.
- Identify your CAD (dispatch), RMS (records) and JMS (jail) systems, including vendor and version, and any other systems such as ALPR. Mark a system not applicable if your agency does not use or control it.
- Send a data fragment for each applicable system by the kickoff call. A fragment is a backup copy or structured export of the system so FINDER engineering can build your parser; screenshots and printed reports do not work.
- Use the secure upload link supplied by FINDER and arrange read-only access for the fragments and connected data sources. Do not send records or passwords in ordinary email.

Installation requirements

Agency IT prepares an existing approved Windows VM or physical machine before the installation call. A dedicated server purchase is not required.

Requirement	Minimum or preparation
Processor	At least 2 cores
Memory	2 GB RAM
Available storage	100 GB or more
Operating system	Current Microsoft Windows OS with current security patches and service packs
Protection	Regular OS and file backups; antivirus or endpoint security with an active subscription
Connectivity drivers	Any third-party ODBC-compliant drivers required for the CAD, RMS and JMS sources
Access and scheduling	Host can reach the approved source systems and FINDER; permissions to install and run the scheduled uploader are arranged with IT

Uploader footprint Approximately 100 MB RAM, 2 GB disk and 5% CPU while running. These are application-use estimates; the minimum host preparation above still applies.

How the data moves

Agency source systems → **Agency Windows host** → **FINDER**

The uploader is a lightweight .NET console application run through Windows Task Scheduler. It reads approved data with read-only credentials and sends records outbound on the agreed schedule. IT confirms any local network, proxy or outbound access rules and the remote-access method before installation. These rules apply to the Windows host only; users reach FINDER through their browser.

During the installation window

Agency IT opens the approved remote-access session at the end of the installation call and does not need to stay on the call. Plan for three short check-ins: 5 to 10 minutes at the start, 1 to 2 minutes while the parser runs, and a final completion check. Where agency policy requires a monitored session, the agency provides the escort for the full window.

After installation

FINDER reports the historical date range and load progress and confirms the validation call. Keep an ongoing IT contact for source-system upgrades, credential changes and connection issues. Your Sales contact coordinates support and training.