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19 October 2011

Dear Mr Strauss

## CHASE SYSTEM

During 2009, the Protection Services of the North-West University identified a need to implement an electronic system to help the department in the handling of all reported cases and reported incidents.

After careful consideration of many of the available systems, Sukema introduced us to the CHASE system and it was love at first sight.

CHASE provides us with the opportunity to log all cases, occurrence book entries, occupational health incidents and medical emergencies, electronically and thus enabled us to manage these incidents effectively. The system was purchased and rolled out before the commencement of the 2010 Soccer World Cup, where Protection Services was responsible for the safety of the Spanish soccer team.

Cases, equipment, uniforms and incidents were logged and managed on the CHASE system, however, where CHASE really excelled, was with the daily reports that were submitted to the SAPS and other role players for the duration of the World Cup.

The system is extremely user friendly and the reports and statistics that are needed could be compiled by any staff member with the necessary access, irrespective of their level of computer literacy.

Since CHASE came into operation, all incidents and cases are booked and managed through the CHASE system, resulting a paperless Control room. It is also possible to make electronic additions to all incidents and as such, CHASE has proven extremely reliable in court cases where the chain of evidence was disputed.

All applicable original documents are scanned and electronically added to incidents, although Protection Services still stores hard copies of the original documents and statements for evidence in relevant hearings

A barcode is allocated to every incident and where physical evidence or lost property are stored, such a barcode is printed on a sticker and affixed to the evidence or property before storage. Due to the large number of items stored by Protection Services, the cordless barcode scanner enables us to simply walk through the store and scan the appropriate barcodes to identify the incident in which the property was logged.

By using the CHASE system, the electronic records management of cases, incidents, lost property and evidence as well as the process whereby previous offenders, suspects and incidents are located, is simplified.

With the aid of Sukema we were able to link the CHASE system with our current student and staff systems – which enables us to merely add an identification number, student or staff number to the incident and through the 'auto complete' function, all the details of that person is immediately linked to the incident.

Sukema's client service is top notch and each and every staff member will walk the extra mile to solve a problem, irrespective of the size thereof. However, CHASE is so user friendly that every administrator with some computer experience is able to mould the program to suite the needs of their own department. Opposed thereto, CHASE is also a very advanced system, with functions that we haven't even explored yet.

I will gladly recommend CHASE to any institution that could make use of any of the multiple benefits such a system offers.

Yours sincerely

Jak Jansen van Vuuren  
Investigative Officer

Original details: Jak Jansen van Vuuren(10728562) C:\documents and settings\administrator\my documents\CHASE SYSTEM.docm  
19 October 2011