



CASE STUDY

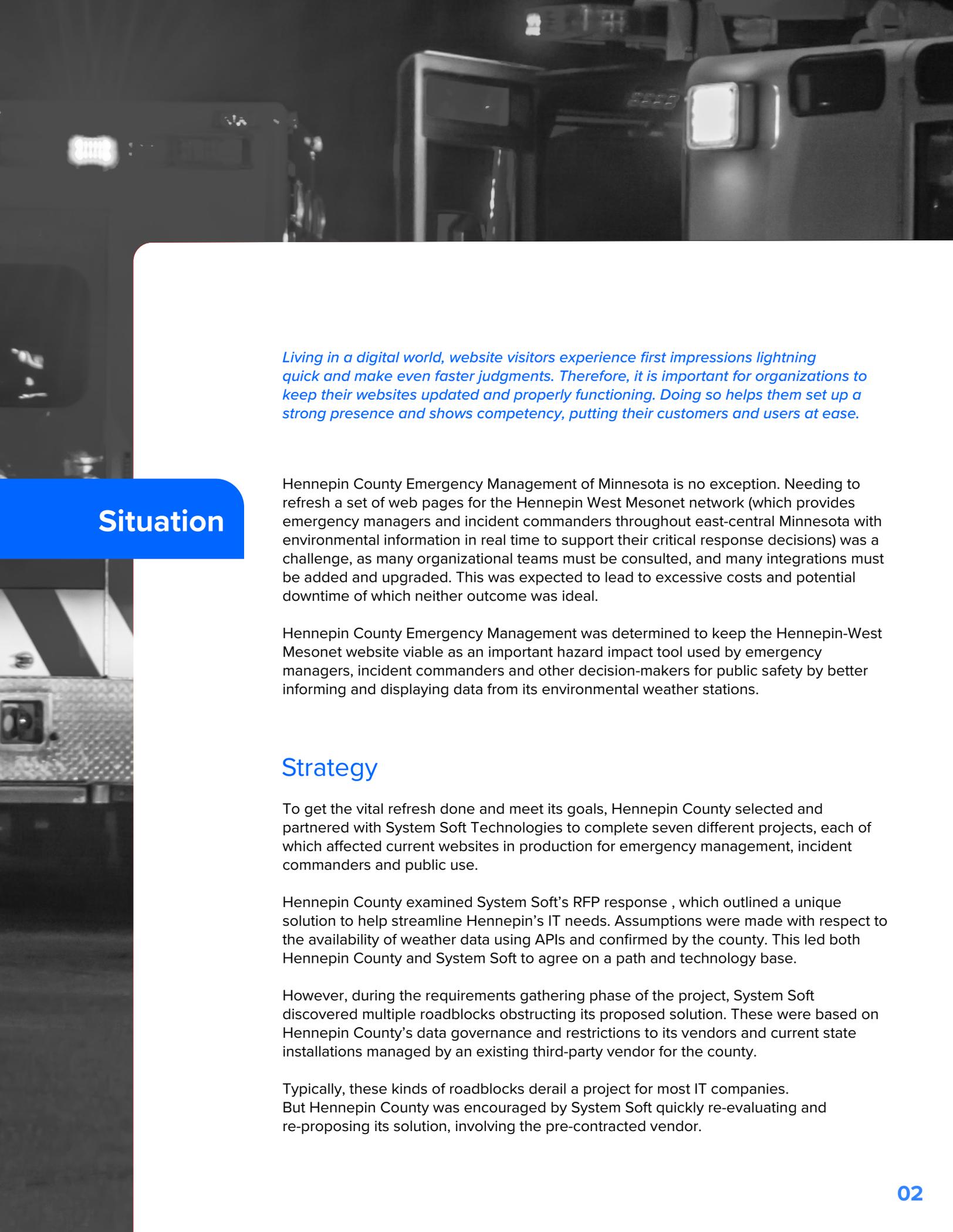
HENNEPIN COUNTY EMERGENCY MANAGEMENT

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Situation

Living in a digital world, website visitors experience first impressions lightning quick and make even faster judgments. Therefore, it is important for organizations to keep their websites updated and properly functioning. Doing so helps them set up a strong presence and shows competency, putting their customers and users at ease.

Hennepin County Emergency Management of Minnesota is no exception. Needing to refresh a set of web pages for the Hennepin West Mesonet network (which provides emergency managers and incident commanders throughout east-central Minnesota with environmental information in real time to support their critical response decisions) was a challenge, as many organizational teams must be consulted, and many integrations must be added and upgraded. This was expected to lead to excessive costs and potential downtime of which neither outcome was ideal.

Hennepin County Emergency Management was determined to keep the Hennepin-West Mesonet website viable as an important hazard impact tool used by emergency managers, incident commanders and other decision-makers for public safety by better informing and displaying data from its environmental weather stations.

Strategy

To get the vital refresh done and meet its goals, Hennepin County selected and partnered with System Soft Technologies to complete seven different projects, each of which affected current websites in production for emergency management, incident commanders and public use.

Hennepin County examined System Soft's RFP response, which outlined a unique solution to help streamline Hennepin's IT needs. Assumptions were made with respect to the availability of weather data using APIs and confirmed by the county. This led both Hennepin County and System Soft to agree on a path and technology base.

However, during the requirements gathering phase of the project, System Soft discovered multiple roadblocks obstructing its proposed solution. These were based on Hennepin County's data governance and restrictions to its vendors and current state installations managed by an existing third-party vendor for the county.

Typically, these kinds of roadblocks derail a project for most IT companies. But Hennepin County was encouraged by System Soft quickly re-evaluating and re-proposing its solution, involving the pre-contracted vendor.



Initially, Hennepin County wanted to bring in weather data through web scraping, which is not a reliable solution. So, System Soft went beyond its original brief and researched APIs for all data gap areas and, instead, proposed those as the source of truth for the client to verify and approve.

Hennepin County was pleased with System Soft's input and vetted the newly proposed solution as the proper way to move forward. System Soft delivered all seven projects with a dependable solution within the originally proposed timeline and at a reduced cost.

Outcome

System Soft delivered all seven projects to Hennepin County with a dependable solution within the originally proposed timeline and at a reduced cost. Hennepin County was impressed with the first round of development, so the county came back to System Soft for a second round due to System Soft's cost-effective approach.

Hennepin County confidently asserted the ease of seamless collaboration between the multiple parties involved in its projects. The joint efforts of System Soft and the added vendors were consistently coordinated, and communication easily flowed. At the end of development, Hennepin let System Soft handle all validation efforts, which ensured the product delivered was of the highest quality and relieved the county of added work and hours. Hennepin and System Soft agreed the county must conduct user-acceptance testing, ensuring it got exactly what was needed, if not more.

Hennepin has now become a repeat client of System Soft's, because of System Soft's overall commitment to deliver only the best solution, and Hennepin paved the way for System Soft to perform follow-up work to help with other projects for the Emergency Management Department.

Customer Testimonial

"System Soft delivered all seven of our projects with a dependable solution within our original timeline and at a reduced cost, despite initial roadblocks. We were impressed with System Soft's first round of development, driving us to come back for a second round, thanks to their cost-effective approach. System Soft provided seamless collaboration between all parties involved, with consistent coordination and an easy flow of communication. Thanks to System Soft and its development team, our website is refreshed, providing better, critical, real-time information to our emergency managers and incident commanders."

- Emily Jackson, Operational Meteorologist
Hennepin County Emergency Management

Conclusion

A good user experience (UX) is critical, considering organizations lose more than \$62 billion each year due to poor customer experiences. Customers now demand great user experience, but many organizations are unclear on what that means or where to begin. Whether worried about the high cost of development, gaining an edge on the competition or simply lacking a full understanding of customer needs, System Soft has the talent and expertise to help make a better connection with target audiences.

Contact System Soft to learn more about its QuickStrike methodology. 

ABOUT SYSTEM SOFT

OUR SUCCESS STARTS WITH YOU

At System Soft Technologies, we are a family unit powered by diversity, inclusion, transparency, respect, integrity and passion for our clients and our people. Our business growth depends on your professional development, as we collaborate, share ideas and innovation, and invest in our future. By forging a meaningful partnership with our people, we come together with the same purpose, exceeding our goals. This keeps us nimble, ahead of the competition, and on top of our industry. Our continued success begins with you.

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Empowering People.**



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