

South Sound 911 (LESA)

Being able to use Microsoft® Word as an editor was a big selling point. This makes it nice to give a report to techies and non-techies alike. — Mark Knutson, Assistant Director, IT

The Challenge

South Sound 911 supports public safety throughout Pierce County, Washington, through 911, dispatch, records, technology and first responder services. Its prior reporting tool was primitive, inefficient and costly:

- Editing a report template required waiting for the vendor to make changes.
- Police reports have specific layout and output requirements that the tool could not match, requiring significant workaround time and effort.
- Reports were needlessly lengthy and cumbersome, containing unnecessary sections and empty placeholders.

The Solution

The agency switched to Windward Studios because:

- AutoTag allowed for the easy import of existing data, giving the control needed to display focused, relevant information in the right format.
- Windward met numerous report design requirements, including authentication, fixed output and flexible layouts.
- By designing reports in Microsoft Word, both technical and non-technical users could design and generate reports in minutes, not the hours or days it took prior to Windward.

The End Result

Along with bulky reports replaced by relevant information, the agency achieved:

- Report creation and editing cycles slashed from days to minutes.
- Reports that meet critical design, output and authentication requirements.
- Support for more than 1,600 users who access the flagship Records Management System from their city or rural office, in the field, or on the go via laptop in their patrol cars.

[Read the complete case study.](#)

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