

Manatee County Sheriff's Office facilitates community access to public information and records with an easy-to-manage Web site.

Overview
Manatee County Sheriff's Office Brandenton, Florida, United States www.manateesheriff.com
Industry
<ul style="list-style-type: none"> Government
Products
<ul style="list-style-type: none"> IBM Lotus Web Content Management IBM WebSphere Portal Express, Version 6
IBM Business Partner
<ul style="list-style-type: none"> Prolifics



Prolifics

"In just six weeks, we had an easy-to-use Web portal that enables our staff to create and update content—even though they have no IT or Web training"

— Valerie Griest, application services manager,
Manatee County Sheriff's Office

Located in the heart of Florida's west coast, the Manatee County Sheriff's Office provides law enforcement and corrections services for the county's residents, and many agricultural, commercial, and industrial constituents. It prides itself on its state-of-the-art technology and highly trained staff.

Challenge

As the county continues to grow in population, the workload of the sheriff's office grows right along with it. The sheriff's office staff was challenged to answer almost 2,500 weekly phone calls from the community regarding various public safety issues and arrest inquiries.

Solution

Working with IBM Business Partner Prolifics, the sheriff's office deployed an information portal built with IBM WebSphere® Portal Express V6 software, which includes IBM Lotus® Web Content Management™ software. Staff can now use the portal to create and manage content for the sheriff's office Web site—even though they have no special IT or Web training. Staff can control the look and feel of the site, providing a sleek, professional appearance. The portal is integrated with the organization's existing IT systems so staff can easily push information out to the Web.

Accessing the portal, citizens can review 911 and police calls in near real time. They can inquire about recent arrests and access mug shots of arrestees. They can view recent police announcements, such as amber alerts and public safety warnings, and they can even use the Web site to apply for jobs.

Benefits

- Helps keep the public better informed by providing more up-to-date information
- Decreases the volume of calls from the public, and improves staff productivity
- Provides a cost-effective Web solution, along with a platform for continued growth and the addition of new features



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