

CASE STUDY: MERCER COUNTY SHERIFF'S OFFICE (MO)

The seamless integration of our software, combined with superior customer support have transformed the way this Missouri agency operates.



BACKGROUND

Mercer County is located in the northwestern portion of the state of Missouri. It was formed February 14th, 1845, and named after Hugh Mercer, a Revolutionary War General. Mercer County is ranked 1st of 114 counties in Sheriff Departments per capita, and 10th of 114 counties in Sheriff Departments per square mile in the state of Missouri. As of the 2020 census, the population was 3,538, making it the second-least populous county in Missouri.

The Mercer County Sheriff's Office is staffed by three sworn officers plus five dispatchers. They have a 12-bed jail.

Mercer County Sheriff's Office

455 square miles

3,538 population

8 officers and staff

Challenges:

The Mercer County Sheriff had been utilizing an existing Computer-Aided Dispatch (CAD), Records Management System (RMS), and Jail Management System (JMS). They were not actively seeking a new system, but their current vendor had plans to double their price, which prompted them to embark on a research journey.

In addition to this, they were in search of a vendor who could provide far superior customer support than what they were currently receiving. Timely updates of the MO state statutes, as the state released new charge codes or repealed old ones, were of utmost importance to them. Unfortunately, scheduling these updates with their existing vendor proved to be a lengthy process.

Solution:

In 2021, the Mercer County Sheriff's Office was presented with a demonstration of our advanced Computer-Aided Dispatch (CAD), Records Management System (RMS), and Jail Management System (JMS). They were highly impressed by its superior flow compared to their existing software. Our seamless integration allows for a smooth transition from receiving a call in CAD, to the officer accessing and completing a report in RMS. With just a simple click, the information is then transferred to JMS, enabling efficient booking of individuals into jail. This streamlined process has proven to be invaluable for Mercer County, prompting them to make the decision to switch vendors.

Having the ability to keep the MO state statutes up to date with the latest charge codes or repealed codes is of utmost importance. At Kologik, we are subscribed to the Missouri State Highway Patrol Criminal Justice Information Services, which ensures that we are notified whenever there are updates or changes to charge codes. As soon as we receive these updates, we promptly incorporate them into our RMS system. This has truly revolutionized the way Mercer County Sheriff operates.

“The seamless integration from CAD to RMS to JMS is a standout aspect of the Kologik suite of public safety solutions. Our officers now spend less time gathering information, allowing them to dedicate more time to patrolling and ensuring the safety of the community.”

Travis Marts, Jail Administrator
Mercer County Sheriff's Office

Mercer County has fully embraced our cutting-edge software, ensuring seamless NIBRS compliance. Despite encountering a few initial challenges, our dedicated team worked tirelessly to iron out any wrinkles, resulting in a seamlessly streamlined process. Our software empowers the Mercer County Sheriff's Office to not only operate efficiently and stay updated but also maintain full compliance with the latest standards and regulations.

Lastly, the customer support that Kologik offers is exceptional and far surpasses their previous experiences. Our dedicated team of support specialists are available around the clock to address any concerns or issues that may arise. Whether it's troubleshooting technical difficulties or providing guidance on how to maximize the use of our solutions, we strive to provide prompt and comprehensive assistance. Our commitment to excellent customer service has earned us a reputation for going the extra mile to ensure our clients' satisfaction.

For more information on Kologik's CAD, RMS and JMS solutions, contact us at 855-339-9417 or visit our website at www.kologik.com.

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