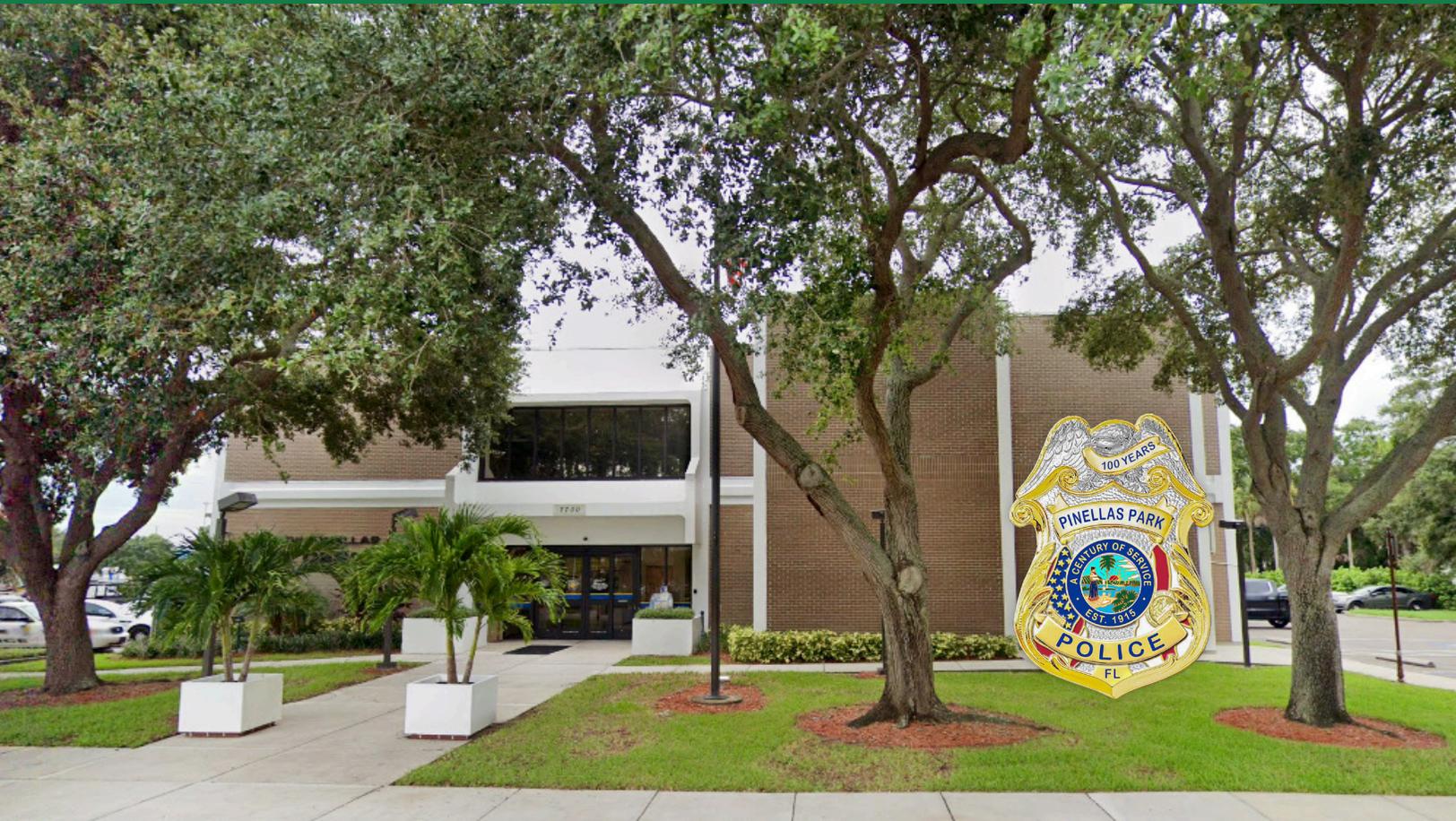




How A Modern Intranet Enables Accountability

Establishing A Culture Of Instant Communication At Pinellas Park PD





COMPANY:
Pinellas Park Police Department

HEADQUARTERS:
Pinellas Park, FL

USERS:
110+

OVERVIEW:
Pinellas Park Police Department is a value-based, performance driven, policing organization that is committed to preventing crime, and detecting and arresting criminal offenders in Pinellas Park, Florida.

Balancing Usability And Security Needs

At Pinellas Park Police Department, officers and other staff members used to have no easy way to communicate with each other or share files. “For the longest time, all we had was Active Directory, and not everybody had access to it, depending on their roles,” says Captain Adam Geissenberger, Service Division Commander. “We’d have to search through our home directories for forms, as well as email inboxes or employee bulletins.”

“ We set out to find a solution where everything would be a one-stop shop. We wanted to collaborate with real time notifications so we began our search to find a company that could build us an intranet. ”

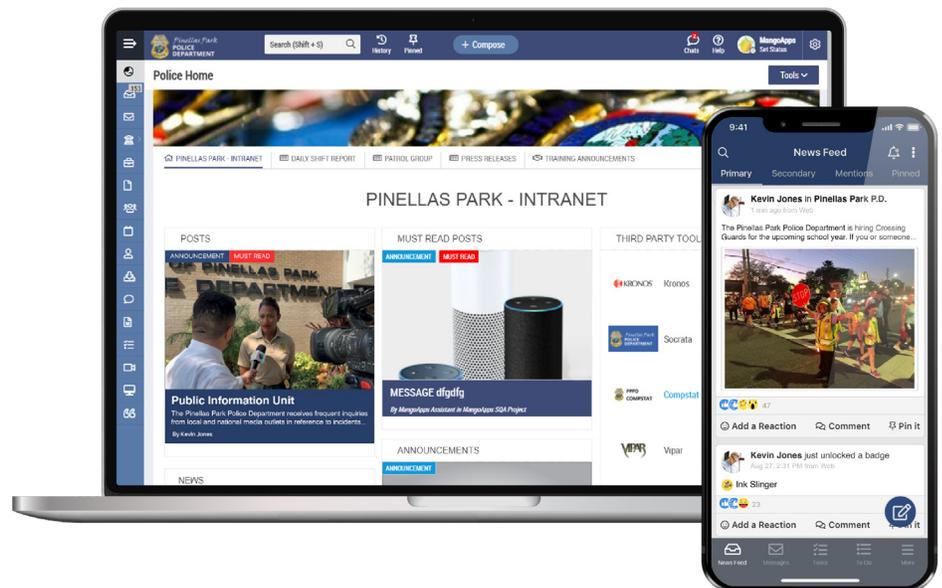
- Captain Adam Geissenberger,
Pinellas Park PD

Geissenberger knew he could find a modern intranet solution where all their ideas could be stored in one place, saving them from going through this tedious process. One important aspect of this was data security.

As a criminal justice organization, Pinellas Park Police Department had to abide by CJIS (Criminal Justice Requirements), which prohibited staff from sending emails with certain content to each other because their email server didn’t have the rigorous security protocols needed. This limitation made it challenging for their team to share information in real time.

“ Very few other vendors could meet our security requirements, and that was a big deal. We did six or eight demos and MangoApps was head and shoulders above everyone else. ”

- Liam Stewart, Head of ICT at OPW



“In the intelligence-led policing world, the rapid dissemination of information and the relentless follow-up couldn’t be accomplished,” says Geissenberger. “It was too heavy of a lift without a piece of technology to get us where we needed to be.” When they eventually chose MangoApps as their intranet, this was a crucial piece of the decision. MangoApps is hosted in CJIS-compliant AWS. As a result, we were able to address these security needs, creating a space where they could have these conversations.

Strong Customer Support

In late 2019, Geissenberger began his search to find an answer to their communication problem. After evaluating a handful of different intranet solutions, Geissenberger came across MangoApps and was blown away by the consultancy team. “The passion of the MangoApps support team really jumped out at us. Any capabilities or end-user functionalities we wanted to add, they did it.”

“The MangoApps support team is incredibly responsive. I sometimes forget that they’re on the west coast, three hours behind me. I kid you not, I’ve sent messages at 8am Eastern and gotten an immediate response.”

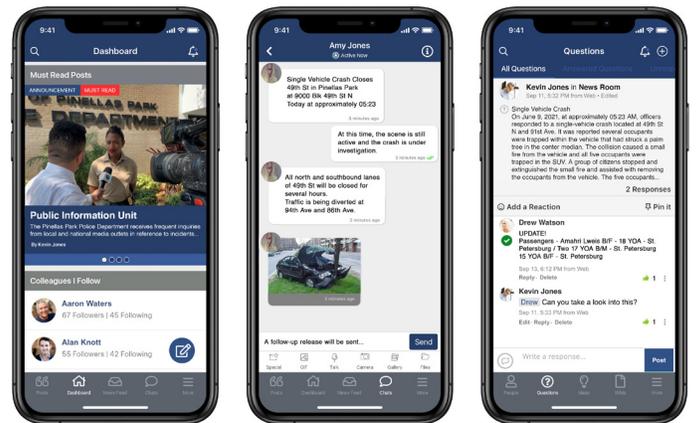
- Captain Adam Geissenberger,
Pinellas Park PD



Ensuring that his officers could collaborate in real-time was another focus for Geissenberger. With MangoApps, his officers can easily communicate information regarding cases. “For example, imagine ‘John Doe’ is wanted for a crime. He lives at 1234 main street,” says Geissenberger. “We can post this information on MangoApps, and you’ll see a string of comments from our officers such as, ‘there was a white car that drove by there with Florida tag 123456.’” By providing this real-time collaboration, officers can quickly receive relevant information to certain cases whether they are on patrol, or in office.

Getting Everyone on The Same Page

After signing the deal with MangoApps, Geissenberger shifted his attention to employee adoption of the intranet. People are often resistant to change, and his officers were no exception. Fortunately, once his staff saw how user-friendly MangoApps was, they recognized its value and began incorporating it into their daily activities.



Newly hired officers quickly picked it up as well. “MangoApps has become second nature to our folks. The second we onboard a new employee, they sit down, receive their credentials, and are taught how to use it and what the expectations of them are,” says Geissenberger.

Fast forward a few months, and MangoApps has become baked into the way the department shares information. “The officers check MangoApps every day, because nobody wants to miss key information that applies directly to them,” says Geissenberger. “If something happened in your patrol zone last night you want to be aware. If you failed to take action based on the information provided, you will be asked to account for it. Every two weeks, we have an intelligence-led policing intel meeting. MangoApps allows us to require 100% accountability to our personnel in that regard.”

In a sector like policing, this type of accountability is critical. Everyone in the department needs to be aware of who did what and why, and leadership has to be ready to explain their officers’ decisions to external stakeholders like city officials, the public, and the media.

Saving Time and Promoting Accountability

Prior to MangoApps, it was time-consuming to identify the high-priority cases for upper-level management. Geissenberger was spending hours sifting through cases and reports trying to find the information that was important and relevant to him. It just wasn't practical.

With MangoApps' posts functionality, Pinellas Park PD is now able to provide high-level snapshots of information. Officers can send supervisors a list of relevant cases in their daily report that outlines a brief description of a case with the case number. This prevented supervisors from being bogged down by superfluous details, and allowed them to quickly gain insight into the important activities of their officers.

By simplifying the way that officers convey information to their supervisors, MangoApps is freeing up the time of upper-level management to work on other important tasks. "MangoApps is saving us 10-15 man hours per week just in the ability to snapshot information," says Geissenberger. "As a captain, if I want more information on what they're doing in the reports, I am provided the title, case number, and then a very brief synopsis. It takes me two minutes to read."



10-15 Man Hours Saved Per Week
Leadership no longer has to dig for information

"Instead of going through the 200 calls we had on the shift, we are able to go in and just get the ones that rise to a higher level of importance," says Geissenberger. On any given day, there are a handful of incidents that department leadership needs to be aware of, and MangoApps makes it easy to ensure that they have that information. "When I come in on Monday morning, I don't know what happened yesterday. In the five seconds it takes me to login to MangoApps, I now have a snapshot of incidents that may require follow-up at an administrative level."

A More Efficient Team

Through the use of MangoApps, Pinellas Park Police Department has been able to increase collaboration and operate much more efficiently. Leaders are able to quickly receive high-priority case information, and no longer have to comb through hundreds of crime reports. Patrol officers are held accountable for their patrol zones, and are able to collaborate with each other on ongoing cases in real-time.

"I get more compliance and more use on MangoApps than I do any other system they're required to use," says Geissenberger. The end result is a more efficient, accountable organization.

Other Resources

[Superdrug Case Study](#)

[Kelly-Moore Paints Case Study](#)

[Mango Intranet Data Sheet](#)

[Mango Intranet Use Case](#)

[Digital Workplace Platform for The Modern Workplace Whitepaper](#)

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sales@mangoapps.com | mangoapps.com

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