



# HOW VENTURA COUNTY ELIMINATED SUPPORT HEADACHES AND IMPROVED THE EFFICIENCY OF ITS AGENDA MANAGEMENT PROCESSES

## CASE STUDY

### ONEMEETING ROCK SOLID

#### VENTURA COUNTY, CA

- Population: 846,000
- Area: 2,200 square miles
- Location: Between Los Angeles and Santa Barbara counties

#### PREVIOUS TECHNOLOGY

- Granicus Streaming Video and Voting System (Purchased 2001)
- SIRE Agenda Management Software (Purchased 2008/2009)

#### NEW TECHNOLOGY

- OneMeeting (Purchased 2019)



#### JOHN LIN

John Lin is an IT manager for the County of Ventura and manages the technology for several of Ventura County's departments, including the Board of Supervisors and the County Executive Office.



#### THE PROBLEM

When John started working at Ventura County seven years ago, the agenda management system was falling apart. The system got acquired by a new company, which discontinued any new development. John felt that the software had its limitations; it had poor usability and was non-intuitive.

John and his team decided to look at alternative solutions. Even after researching and putting off the decision for years, the systems they saw did not provide the functionality they needed. Also, with most vendors being such large companies, John sensed that the agenda product would not get the desired focus for continuous improvement.

"The Board of Supervisors meetings are the most visible meetings with the most public participation. When a meeting does not go well for technical reasons, it impacts business. It feels like the technical well-being of the meeting represents my professionalism, and ultimately this is reflective of my career." said John, underscoring the importance of dependable, easy-to-use technology for public meetings.



The problems they encountered did not end with the agenda software. Ventura County's live meetings were unstable due to their vendor's video streaming platform. There were frequent glitches, causing issues in at least every other board meeting. "When I say frequently, at one point it was every two meetings, we would have hiccups during our meeting," said John. "Just having one hiccup during a meeting stresses out everyone."

"Important business is conducted at the Board of Supervisors meetings, and the public's access to view in real-time is a priority. When something goes wrong, it needs to be fixed as soon as possible."

He noted that, "For years, our vendor's support procedure required emailing them the problem. When I have a problem with a live meeting and you're getting back to me 24 hours later, your customer service is useless to me."

And this issue wasn't just a problem in Ventura County; John expressed that, "this story repeats all across California."

## CHALLENGES FACED BY VENTURA COUNTY BEFORE ONEMEETING, INCLUDED:

-  Limited functionality and non-intuitive interface of the agenda management software
-  Lack of on-going investment and innovation by the vendor
-  Unstable video streaming platform, causing issues in every other meeting
-  Lack of proactive customer support



## THE SOLUTION: POWER OF PURE PARTNERSHIP

OneMeeting helps optimize Ventura County's agenda management process with its single end-to-end cloud-based solution. There was minimal time investment on John and his team's part during implementation.

Ventura county eliminated its video streaming headaches and consistent issues with our seamless video streaming module. John felt relieved, comforted, and impressed by the proactive nature of our always-on support team.

OneMeeting has heard complaints like Ventura County's, from clerks and IT leaders in cities and counties around the country: the other options out there aren't well supported or innovative.

The current software solutions in the market are bulky from decades of piecemeal development due to a lack of focus from the product teams.

That is what drove OneMeeting's founders to establish a new solution for the local government: one that focused on and was responsive to its users and constituents and created a streamlined and innovative solution.

OneMeeting sets itself apart, focusing on the clerk's office and its personal, proactive customer service and support. Our team's dedication shines through every step of customer interaction, from initial demonstrations to training to software updates.

**“When we found OneMeeting, I could say clearly, in the first 15 minutes, I pretty much knew you were it! But, we couldn't tell you that,” joked John. “Your product was so different from the rest. It hit nearly all of our check marks.”**

OneMeeting provides a turnkey public meeting solution, virtually or on-site.

Most counties, big or small, do not have a large budget for custom agenda management solutions. OneMeeting's turnkey solution is functional and more affordable than custom-developed platforms. Plus, since there aren't any hidden fees, Ventura County could put its money where it is needed most.



“We needed a product that our users embrace and find efficient, where they don’t need to call IT for support. They need to be able to understand what’s going on with an agenda item, where it’s at, and they need to know how to move their process onto the next step with ease,” said John. “Your product nailed that. The way you guys built it, you guys knew how the clerks think [...]

I felt that we had a light at the end of the tunnel when we found you, so I’m thankful we have found you.”



### **OneMeeting helps local governments to:**

- ✓ Save Time
- ✓ Enhance Accuracy
- ✓ Increase Efficiency
- ✓ Promote Transparency
- ✓ Productive Collaboration

## About OneMeeting

OneMeeting, formerly known as PrimeGov, empowers local governments to optimize and digitize their agenda, meeting, and committee management processes with a single end-to-end cloud-based solution. With OneMeeting, you can seamlessly host hybrid meetings with remote voting capabilities, therefore, saving time, increasing efficiency, and promoting transparency with your constituents.