COLLIN COUNTY

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To: Judge Chris Hill
Commissioner Susan Fletcher
Commissioner Cheryl Williams
Commissioner Darrell Hale
Commissioner Duncan Webb
Bill Bilyeu

From: Caren Skipworth, CIO

Date: 05/20/2020

Re: **NEMO-Q Enterprise**

We are requesting to expand our existing contract NEMO-Q queuing software and kiosk to include text messaging, online appointment scheduling and lobby management. Currently Collin County uses NEMO-Q for the District Clerks lobby management. This will allow us to upgrade the current software to help follow the required COVID-19 guidelines in all our courts and our other business office spaces.

IT request that we maintain one software system that provides the same functionality to the County and not have multiple software systems that do the same thing. Expanding the functionality of NEMOQ will support the enterprise solutions to the County. This will streamline maintenance, support, single integrations, and database. It will reduce overall cost by supporting a single vendor proprietary product. The cost reduction includes all technical hardware and 3rd party software systems required to support one system vs two that perform the same function.

These new features will provide the ability for better social distancing as well as lower the amount of people waiting in our offices and waiting rooms for court in this time of the coronavirus. This software is used by many government agencies is easily adapted to minimize crowding. Citizens can setup appointments online and wait in their vehicles until they are notified of their turn in line via text message.