

# Opus Case Study

Epilogue Systems

## MARICOPA COUNTY SHERIFF'S OFFICE



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Maricopa County Sheriff's Office extends the use Opus to Increase Adoption on Harris Corrections Offender360™ & Microsoft Dynamics.

### Key Results

**3,300**

Employees at the Maricopa County Sheriff's Office

**1 week**

Time to provision, set up and onboard Opus

**~300**

Number of processes documented in one month

**5 years**

Extended Opus Contract

### Leaders in Jail Management Software

A Single Software Solution For Justice and Public Safety Agencies

Maricopa County, situated in the south-central region of Arizona, stands as a powerhouse, representing 62% of the State's total population and holding the title of the most populous County in Arizona. Since embarking on their collaboration with Opus in 2017 Maricopa County Sheriff's Office has cultivated a strong partnership with Epilogue Opus and Harris Corrections to craft comprehensive content, tailored to industry applications such as SHIELD and CACTUS. [Harris Corrections Solutions](#) played a pivotal role in the development of the content, leveraging their expertise and insights. As the collaboration progressed, Harris Corrections transitioned ownership of the content to Maricopa County, ensuring a long-term, sustainable solution.

The collective team commitment has led to the meticulous documentation of over 250 Offender360™ processes and the development of nearly 20 Opus books, encompassing six extensive volumes focusing on Inmate Management, as well as Court and Facility Management. The range of materials they have created, from job aids to simulations, caters to the diverse preferences of their user base, ensuring effective knowledge sharing which greatly impacts both safety and process within the County. The value derived from their efforts is proved through an additional five-year contract extension in 2024.

Maricopa County Sheriff's Office (MCSO) decided to migrate to Harris Corrections' Offender360™ platform, a customized Microsoft (MS) Dynamics platform specifically built for Justice and Public Safety users, for the Sheriff's Office which has over 3,300 employees.

## The Challenge

Previously, MCSO relied on a completely manual training content development process involving manual creation of videos, documents in Microsoft Word, PowerPoint, etc. These assets were used in "Block Training" for Officer training. Block Training covers all aspects of new officer onboarding, including IT systems usage.

Detention officers are generally non-technical, so the Opus materials needed to be:



Additionally, the initial Project had no additional budget for post-go-live support content development or software, so the pre-go-live training assets had to be easily accessible in the live system.

## The Solution

After successfully using Epilogue Opus, Harris Corrections & Maricopa County Sheriff's Office extended the contract for Opus until the end of 2028. Opus is a fully cloud-based tool that rapidly develops pre- and post-go-live digital adoption content on any application inside MCSO.

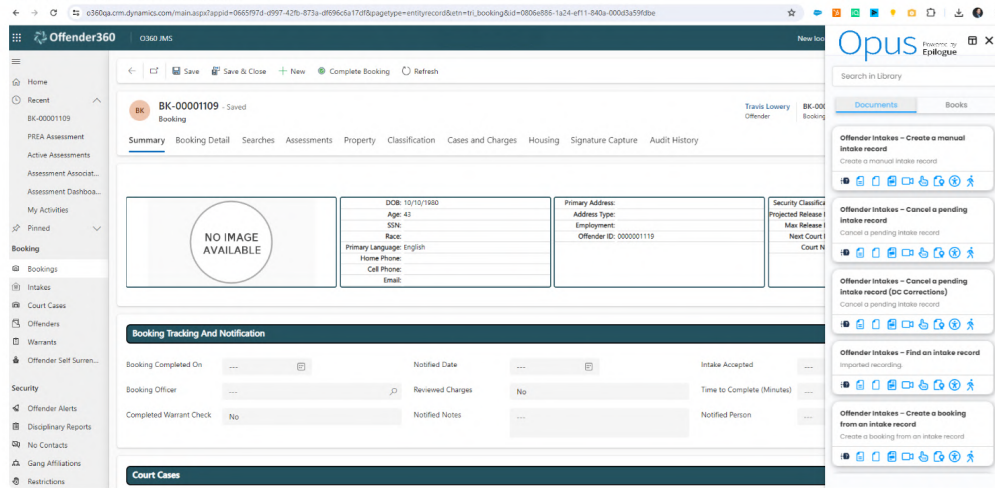
After an onboarding that was completed in less than a week, MCSO was quickly developing hundreds of simulations to support the SHIELD go live. The MCSO team also used the Opus solution to create additional assets including static help content in multiple formats.

In addition to job aids, pre-go-live simulations and post-go-live online help, the SHIELD team also used Opus's Book capability to create role based training curricula for specific user groups. The Books also included conceptual content that provided the 'why' behind the tasks the users needed to complete in the system.

MCSO used Opus's simulation output modes to develop and assess proficiency:

- Demo mode – a quick overview – like watching a movie
- Interactive mode – users perform the same process as in demo, but now have to perform all actions themselves, further building experience in a simulated environment
- Test mode – finally users complete the same task with minimal guidance. A score of 80% is required for completion!

Once the system went live, the Opus Embedded Advisor enabled the Opus eAssistant mode to be available within the live application. A simple click of the lightbulb delivered the right help document for that part of the system. MCSO also has the ability to use Opus Follow Me for Digital Adoption of Harris Corrections' Offender360™.



From within the Harris Offender360™ application, users simply click on the Opus lightbulb to get the right help content, at the right time and in the right way.

## Key Benefits of The Solution





### Faster search

Users no longer have to search for help content – the right content is immediately available at the right place in Offender360™ & MS Dynamics



### Lower TCO

Single-source content maintenance allows MCSO to edit the source document once and have all user guides, job aids and simulations updated simultaneously.



### Better compliance tracking

The Opus Analytics module tracks consumption of content, providing a detailed record of content consumption.



### Move to a digital culture

Now the contents are in fully digital form, ensuring the users always have the latest version right at their fingertips.



### Easy to use

Opus's simple and intuitive interface allowed any subject matter expert, regardless of their content development expertise, to quickly record and edit any business process.



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## Schedule a call with one of our digital adoption specialists.

First name

Last name

Company name

Phone number

Company Email

Name@company.com

Submit