

# Hexagon Public Safety Users Group

# Newsletter

2022 – Issue 1

## Letter from the President

We wanted to reach out and thank everyone who attended and was involved in putting on our 2021 virtual conference for the Hexagon Public Safety Users' Group. Our diverse group of users and presenters from all over the globe make this all possible. It was a huge success and involved a lot of hard work behind the scenes to prepare for such an event. It takes time to get it set up, preparing the technical aspects, identifying presenters and topics, arranging training opportunities and overall ensuring we had a full agenda. We had really hoped that our 2021 conference was going to be our return to an in-person event, but numerous factors caused a last-minute switch to a virtual event, similar to 2020. We hope you found value in the conference despite the change.

Making the event even more special was Hexagon, specifically Ben Ernst & Tammy Heaton, inviting the Board to Hexagon's corporate headquarters in Huntsville, AL to present the virtual conference. Ben & Tammy facilitated meetings between the Board and several Hexagon executives, including:

- *Steven Cost, President, Safety & Infrastructure*
- *Bill Campbell, Senior Vice President of Safety & Infrastructure*
- *Kalyn Sims, Chief Technology Officer*
- *Karen Ball, Vice President of Global Product Development*
- *Ben Ernst, Vice President / General Manager*
- *Tammy Heaton, Vice President, Account Management & Customer Support*

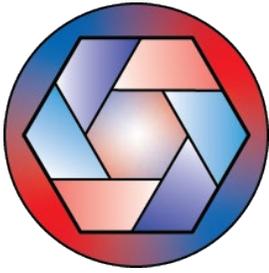
Session notes and some new initiatives resulting from those meetings are detailed further down in this newsletter. We also had a few minutes to catch up with Ben Ernst. These meetings allowed us an opportunity to relay feedback received from the Hexagon Public Safety Users' Group. In return, we listened to Hexagon's executive leadership on their strategies to incorporate changes based on the feedback as well as gained some insight on the future direction of their products. We have already seen evidence of these strategies in action as it pertains to customer participation within product development, advances in Customer Service/Support and lastly in staff retention and acquisition. We hope that this dialog will continue well into the future and applaud the efforts that have already taken place.

We are already working diligently on our conference for 2022. It will take place in **Charlotte, NC** the week of **September 26<sup>th</sup> thru September 29<sup>th</sup>, 2022** at the **SHERATON / LE MERIDIEN CHARLOTTE HOTEL COMPLEX**. This conference will bring us together to continue to learn from other users and professionals about Hexagon Public Safety products. We've got some great things planned – awesome session content that includes Hands-On Training by end-users as well as Hexagon SMEs, lots of giveaways and plenty of day and evening networking opportunities! Make sure to mark your calendar and be on the lookout for more details about the conference coming soon!

We look forward to seeing you all there!

James Fry  
President  
Hexagon Public Safety Users Group





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## *Open Forum with the Board*

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**On Tuesday, May 17<sup>th</sup>, 2022 at 1pm Eastern**, the user group will be hosting an open forum Zoom call. All current Hexagon customers are welcome to join us. During this call, we hope to talk about what the User Group can do to help your agency. Whether it's getting the word out about an issue you're having, questions about 9.x CAD, OnCall products or upgrades, letting others know about a great experience or a not so favorable one you had with support or anything in between, the sky is the limit. We want to hear from you. We are continuing to have conversations with Hexagon Executive Leadership, and we need your feedback to facilitate those conversations. If you are interested in joining us, please visit the link below to register. If there is enough interest, we will hold separate calls for CAD and RMS.

[Open Forum Registration](#)

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## *Meeting with Steve Cost*

### *President of Hexagon Safety & Infrastructure*

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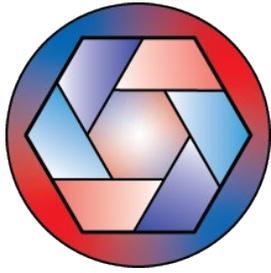
During our time in Huntsville hosting our 2021 conference, the board had the opportunity to sit down with Steven Cost, the President of Safety & Infrastructure.

Prior to this meeting, the most contact anyone on the board had with Steven Cost was watching him on stage giving a keynote at HxGN Live and all of us were a bit unsure of what sort of questions to ask. Steven immediately brought up a topic on everyone's mind in some way or another, the COVID-19 pandemic. Hexagon has had to face a lot of the same issues that we all have, from a hybrid workforce, vaccine mandates and staffing concerns. With most staff working remotely, the new Hexagon headquarters was mostly vacant. He asked the board how our agencies were handling these topics.



Our discussion turned towards RMS and the struggles they've had with the product. He acknowledged they had some challenges and it's been a process as they've basically had to strip the product down, take a good hard look and sort out their issues. The old product had been very customizable, and many were unhappy with workflow changes with the new version. The tradeoff is that everyone is now working with the same codebase and upgrades are hopefully easier and more frequent so that no one gets left behind on old versions.

Several of the user group board members are RMS customers and we voiced some concern about the development process. Many felt that it was developed and tested in a vacuum without customer input or testing. While Steven did not directly address these concerns, in the time since our meeting, Hexagon has started Developer Review sessions for both RMS and CAD products and has attempted to address these concerns.



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Lastly, our discussion ventured into Support territory. Quality of support has been a topic at our User Group conferences for years and we took this opportunity to voice some frustrations as well as recent improvements that we've seen. Steven stated he felt maintenance and support will shift to a different model in the next decade. A lot of time and money is spent on support but what customers feel they are getting from it doesn't equate the value so there is a disconnect. It's a challenge because they've continued to support agencies on older versions longer than they should, which comes at an expense, but the alternative leads customers to RFP.

We brought up several suggestions like more regionalized support that would be able to be more in tune with their region's specific requirements. We also suggested options for an agency to be able to skip level one support based on technical level. Essentially trusting that the agency has already done due diligence and exhausted all available options before contacting support.

The board felt the meeting was productive. We covered a lot of topics, and we hope to sit down with Steven again in the future, perhaps even on a regular basis to follow up on these items.

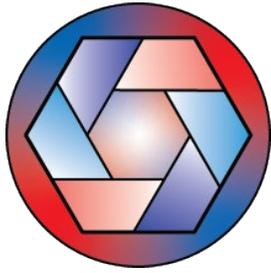


HxGN LIVE is back in Las Vegas in 2022. It's been three years since we last met in person, and we're excited to offer a special track for public safety June 20-23, including:

- All-day, hands-on training sessions
- Special public safety-only lunch event
- Meet and greets with solutions developers
- Users group meeting space

*The conference is comprised of a number of summits, and you'll find public safety content within the Connected Cities and Services summit. [Register today](#) to take advantage of a discount rate that's just for User Group members. Just enter the code **HxGN-HPSUG** for your discount.*

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*Meeting with Kalyn Sims, CTO & Karen Ball,  
Hexagon Global Technology Center*

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The User Group Board was provided the opportunity to meet with Hexagon CTO Kalyn Sims and Karen Ball, Vice President of Global Product Development. This was a rare opportunity for a frank Q&A session with GTC upper management concerning present and future products including OnCall Dispatch and OnCall Records.

Going into the session there were numerous concerns about OnCall products in general. Many agencies felt that the products were falling short of expectations. Hexagon acknowledged the concerns and agreed that workflows that current customers with legacy products were accustomed to were missed. They are putting additional processes in place to address those expectations of customers going forward, in addition to a new team whose sole purpose is ensuring features and functions are consistent between legacy and OnCall products.

A question was posed as to whether the GTC utilized a voting process to determine priorities for new features to be implemented in future releases. The answer to this was that they do not at this time, but that they would explore options that incorporate more customer feedback.

Another question posed concerned the process of Service Requests that become CREs or CRDs. The board was advised that enhancement requests are reviewed by product development and discussed with a regional team.

Moving forward, Hexagon has committed to meeting with the User Group Board more consistently and at least once a quarter. So far, they have joined all our monthly board meetings. They have also promised better visibility on product roadmaps.

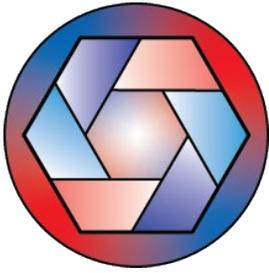
Since our meeting with Kalyn and Karen, we have seen improvement in many of the areas that were discussed. Webinars for OnCall products have occurred and been quite successful. Opportunities to provide feedback in the form of Developer Reviews have been tested with some customers and has already expanded to numerous agencies actively involved in an OnCall upgrade.



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*Have a topic you'd like to see covered in a future newsletter?  
Contact the User Group Board at [board@hpsug.org](mailto:board@hpsug.org)*

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*Meeting with Bill Campbell, Hexagon Senior VP of Safety and Infrastructure*

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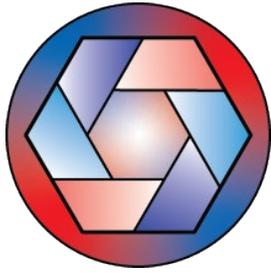
The User Group Board sat down with Bill Campbell, the Senior Vice President of Safety and Infrastructure.

Hexagon is investing heavily in the OnCall product to provide a public safety platform that is more strategic in nature for Police, Fire & EMS agencies. Providing better integration that enables responders to serve as a connection between other agencies - be it utilities, communication firms, or media outlets to enable them to push information you want them to see along with citizens. As the public safety community moves forward with next-generation capabilities, Hexagon is committed to providing more value and remaining competitive. To do this, they want to work more closely internally to evaluate their product before it goes to market that includes testing of their products with agency-specific data that has all the bad data elements scattered throughout, and to improve the user experience for call takers and all users of the product to provide world-class response times.

Bill also shared some of what is being done to retain and attract new talent. Investing in people - plans and investments are in place (not just monetary) but compensation packages, investing in high potentials and difference makers in the organization. Each of them has a mentor and they continually evaluate their career growth within the company - each knows what their next job is. In addition, this makes up a 20-25 member employee advisory group that meets monthly to discuss the varied parts of the business. From financials to the sales engine side of the house, they are understanding all parts of the business. Also, Hexagon is also committed to defending their people every day. Everyone in the business knows who the best people are! Recruiting is another area that Hexagon is working on and are relying heavily on employee referral programs from the pool of high potentials to bring in new talent. Bill also indicated that they will continue to invest in the area of people as a strategic advantage in the industry. He wants his people to feel they have the best if not better training in the industry.

Ben Ernst & Tammy Heaton joined Bill in this session and shared the following. As part of the investment in people, they are working at transitioning their resources from their current knowledge on 9.x to supporting customers who are transitioning to OnCall products. This is 20-25 CAD implementers and experts in the US & Canada. Another big area of change is standardizing implementations and the transition to support. The number of support team members as well as their processes have been ramped up, they've implemented a process that transitions from implementation to support in a clean handoff to Tammy's team that involves a 10-step process that the team must follow, and they must reach certain checkpoints, milestones, and gates before the project is handed to support. The entire process is now proactive rather than reactive.

Bill closed by sharing a final thought - "What we build, our product, helps make a difference. We are only as good as the product we put in your hands and the people that we put out of here."



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## *Board Elections*

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This year is a transition year for the User Group Board. Our current President Jim Fry from Dauphin County, PA will be stepping aside in June, allowing David Rabidoux from Norfolk, VA to step up. Our structure allows for board members to move up a position every 2 years and new members are recruited for the regional Secretary positions. Elections for any open positions will take place at HxGN Live in June 2022 or online if there are an insufficient number of members to vote at HxGN Live. You do not need to be present at the conference to be elected. If you are interested in joining the board, please send us an email at [board@hpsug.org](mailto:board@hpsug.org) with your information and any questions you may have. All board positions are volunteer and a commitment to attend our User Group conference is required.

At the current time, our board members represent a wide array of agencies from all over the United States and this year, we are planning to add an additional position for a Canadian representative. If you work for a Canadian agency and are interested or know of someone who may be a good fit, please let us know at [board@hpsug.org](mailto:board@hpsug.org)

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## *HPSUG Conference 2022*

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Registration is now open for our 2022 conference! Please visit our website for more information including registration and hotel reservation links. This year, we are hosting the conference in Charlotte, NC at the Sheraton Charlotte / Le Meridien Hotel Complex from Monday September 26<sup>th</sup> to Thursday September 29<sup>th</sup>.



[HPSUG Website](#)

[Conference Registration](#)

[Hotel Reservations](#)