

## EFFICIENCY SKYROCKETS in Blount County's operations after Avèro Advisors implements technological upgrades.

### SITUATION

After 30 years working in public safety with the City of Maryville, TN, Mayor Ed Mitchell knew how crucial it was to be on the cutting edge of technology.

"Whatever technology was out there would mean the difference in safety for the firefighters and police officers," said Ed. "It could make our city better. It could make the way we do business better. Everything that we do is for us to be able to provide services to our citizens."

This mindset was in stark contrast to the reality of Blount County's technology situation when Ed first became the county's mayor 11 years ago.

"I knew that we were behind," said Ed. "In 2010, we were still using the 1988 AS/400 System. Everything was still being done by paper. There was very little technology because no one in IT really understood what needed to happen."

Blount County had the budget for the crucial technology upgrades but lacked leadership to execute its Information Technology Modernization Program. That's when Avèro Advisors entered the picture.



**ED MITCHELL**  
MAYOR | Blount County, TN

THANKS TO AVÈRO ADVISORS, BLOUNT COUNTY HAS MADE THE FOLLOWING TECHNOLOGY UPGRADES IN THE PAST 5 YEARS:

- NETWORK INFRASTRUCTURE UPGRADE
- WEBSITE REDESIGN
- FULLY INTEGRATED EMAIL SYSTEM
- SERVER VIRTUALIZATION
- AS/400 MANAGED SERVICES
- TICKETED HELPDESK SYSTEM
- AUTOMATED LEGISLATIVE MANAGEMENT SYSTEM
- STREAMLINED PROCESSES
- ENHANCED CYBERSECURITY

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We came out of the ice age and into the modern age with Avèro's leadership. They are a big part of everything we do.

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## SOLUTION

Five years ago, Avèro Advisors implemented what Ed said was “an aggressive upgrade to Blount County’s very antiquated system,” and as a result, “we totally restructured how we did business.”

“[Since Avèro Advisors implemented the upgrades,] we’ve had no findings on our audit,” said Ed. “No one in the state of Tennessee and no one that they know of across the country has ever gone five years without an audit finding.”

Now that nearly all of the county’s buildings run on optical fiber technology, “the days of paper are gone,” said Ed. “Just being able to get Wi-Fi in the courthouse, the operation center, and the justice center has been amazing. We’re totally connected.”

Avèro Advisors has also helped improve student and teacher safety in area schools with the installation of modern security systems that include cameras and emergency devices. Furthermore, the advisory firm’s leadership has transformed the efficiency of operations in a variety of departments, including the Sheriff’s Department, Highway Department, the offices of the circuit court clerk and county clerk, and the 9-1-1 center.

“Avèro has been very, very engaged with each one of those departments and bringing the technology up to speed,” said Ed.

Despite decades of enduring outdated technology, Blount County has enjoyed an easy transition to modernization. “As a matter of fact, we don’t have any problems,” said Ed. “Everything is very stable, everything has moved very smoothly.”



**ED MITCHELL**  
MAYOR | Blount County, TN

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We knew we wanted to go in a direction, but we weren’t real sure what direction modernization looked like.

Avèro has been able to guide us and take us right to where we needed to be.

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## RESULTS

**AVÈRO ADVISORS HELPED BLOUNT COUNTY IMPROVE IN ALL OF THE FOLLOWING AREAS:**



**TECHNOLOGY STRATEGY**



**OPERATIONS**



**ORGANIZATION**



**SECURITY**



**CONNECTIVITY**



**EFFICIENCY**