



Enabling Prompt
Disaster Response
by Modernizing
a Critical Law Enforcement
Mobile App

Our customer is an American law enforcement agency dedicated to serving and safeguarding a community of over 564,000 citizens. As a part of its operations, the agency provides prompt disaster alerts and disaster support, ensuring the safety and well-being of residents. This vital function is facilitated through a Disaster Support mobile app, which was originally developed leveraging PhoneGap technology to offer seamless user experiences across iOS and Android devices.

Navigating Obsolete Technology Challenges to Meet User Demands

However, the discontinuation of the PhoneGap Build service in 2020 posed a significant challenge. As updates to iOS and Android OS were rolled out, the PhoneGap tooling became incompatible, rendering it increasingly difficult for the technology team to enhance the app's functionalities. Users encountered usability issues, data security concerns, and lacked essential functionalities crucial for requesting support during catastrophe.

Recognizing the urgent need for modernization, the management sought to rebuild the app, replicating its features into a modern cross-platform application. However, the app contained sensitive agency contacts and confidential information, demanding utmost caution in redevelopment. The goal was not only to enhance the app's UI/UX but also to incorporate new functionalities to address user demands effectively.

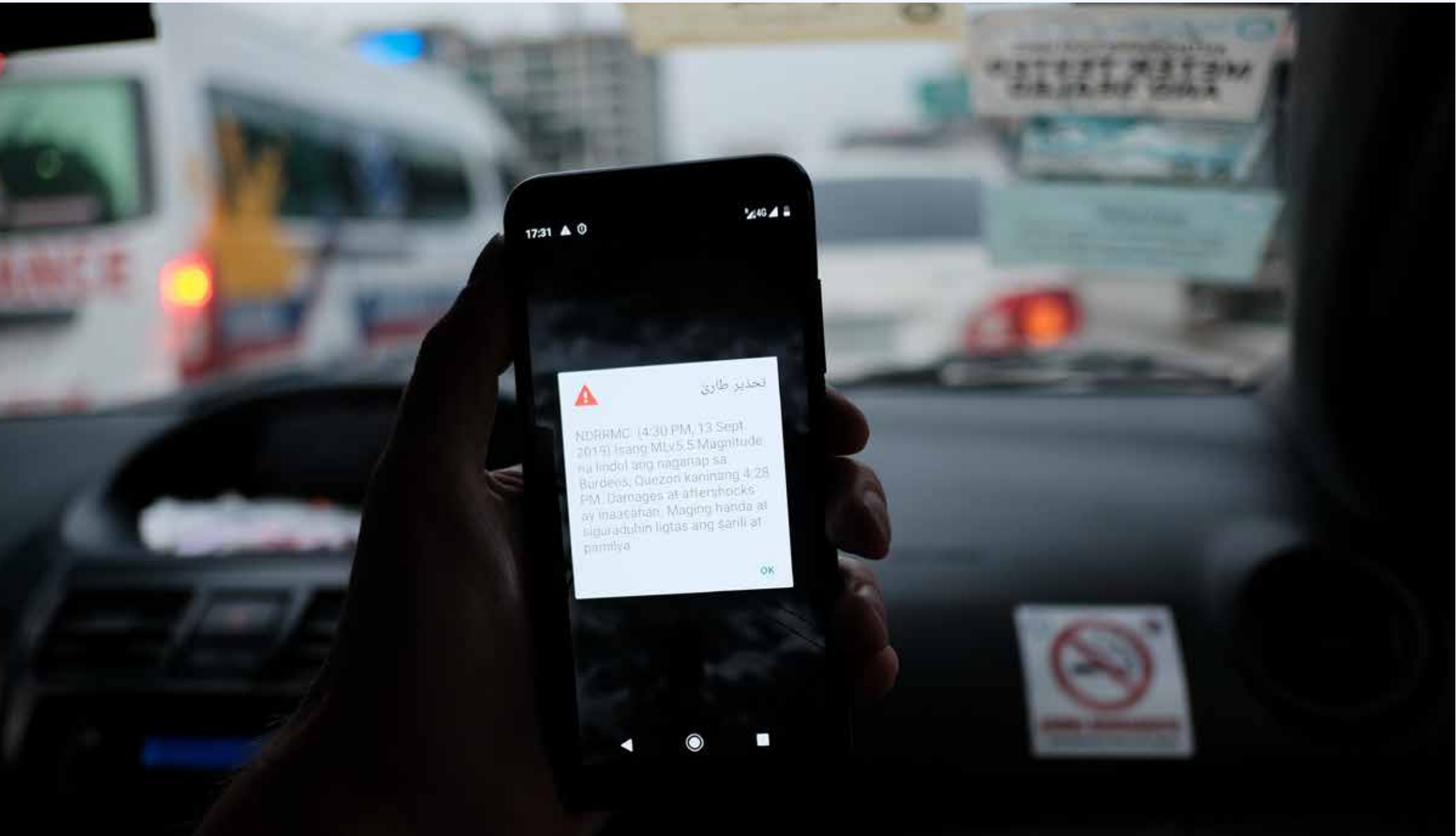


“ The outdated mobile app hindered our ability to fulfil our mission of protecting lives and wellbeing of citizens during disasters. ”

- IT Manager,
Law Enforcement Agency

Modernizing Disaster Support App for Enhanced Usability and New Features

As a leading Global Systems Integrator, AgreeYa specializes in modernizing mission-critical public sector applications. Leveraging our extensive experience and expertise, we collaborated closely with the law enforcement agency to devise a comprehensive modernization roadmap. Based on multiple rounds of discussion with the agency's IT and disaster management teams, we gained key insights into the expectations from the app modernization initiative. Based on the understanding, Flutter, an open-source framework by Google, emerged as the optimal choice for rebuilding the mobile app.



Key Highlights of AgreeYa's Solution

User Experience Enhancement: We revamped the UI/UX, ensuring seamless navigation and intuitive access to disaster alerts and support functionalities.

Migration of Confidential Data: All sensitive data, including agency contact lists, was meticulously migrated without any data loss, ensuring data integrity.

Application Development: Leveraging Flutter SDK and Dart Programming, we developed a modern, natively compiled mobile app from a single codebase.

Filtering Options and Click-to-Call Functionality: Users gained the ability to filter contacts and access quick click-to-call or click-to-message options during emergencies.

Offline Access: The app allowed access to critical data even without network connectivity, ensuring users could request support anytime, anywhere.

Rigorous Testing: Stringent testing protocols were employed to identify and rectify bugs and security vulnerabilities, guaranteeing a robust and secure app

Empowering Citizen Safety and Ensuring Rapid Response

With the launch of the revamped Disaster Support app, users lauded its user-friendly interface and enhanced functionalities. Internal stakeholders and citizens alike commended its ease of use and effectiveness in requesting support during crises.

Driving Impactful Results

Enhanced User Experience: 93% of users found the app easy to navigate, facilitating prompt support requests during disasters.

Improved Adoption: The management reported a 2X increase in app adoption, underscoring its newfound popularity and utility.

Data Integrity: The migration process was seamless, with zero data loss, ensuring continuity of critical operations.

Prompt Disaster Response: Since its launch, the app has been utilized by over 2000 citizens to request disaster support, enabling swift and effective response efforts.

Fulfilling Organizational Mission: The app has played a pivotal role in safeguarding lives and wealth, aligning with the agency's core mission.

“The new mobile app has revolutionized our disaster response capabilities, thanks to AgreeYa's expertise and partnership.”

- IT Manager,
Law Enforcement Agency

Technology Stack



About AgreeYa

AgreeYa Solutions is a leading global provider of software, solutions and services to small, medium and global Fortune 100 organizations. Founded in 1999 and headquartered in Folsom, Calif., AgreeYa has over 2,500 professionals helping clients across U.S, India, Mexico, and Singapore. Leveraging a technology-enabled, consultative approach and diverse talent, AgreeYa offers modern workplace, smart analytics, intelligent automation, AI/ML, cloud transformation, mobility and talent management solutions to deliver digital transformation to its clients. AgreeYa has received considerable recognition including certifications like Microsoft Solutions Partner and Cloud Solutions Provider, AICPA SOC 2 Type 2, SEI CMMI and ISO 9001:2015; and awards including 'Dream Company to Work For' and 'Best Employer Brand'.



Global Headquarters

605 Coolidge Dr., Folsom, CA 95630 USA

Phone : +1 916 294 0075, Toll Free: +1 800 AGREEYA, Fax : +1 866 886 1555

Email : sales_americas@agreeya.com **Web :** www.agreeya.com

USA | India | EMEA | Mexico

© Copyright AgreeYa Solutions, Inc.