



The Logan County 911 center operates a Mission Critical County Dispatch Center, providing multi-agency Law Enforcement, Fire and EMS Users with vital County-wide communications. Working together, Mindshare provided the County with a System that not only accommodates their present needs but also provides the flexibility to expand and adjust to future circumstances as they are presented.

The new Logan County Mindshare Dispatch System, with 22" Customizable Touch Screen Operator Positions, provides interface capability with all of the required Radio Channels & Frequencies and their functionalities as well as Multi-Channel Rapid Recall Recording for both Telephone & Radio plus Intercom, NTP Time Sync and ESChat Interfaces as additional features.



“Logan County replaced an aging AVTEC system, the LifeLine model. It was only 6 years old but like many centers we were sold equipment that was nearing end of life for a discount without warning of the end of life. Well, with MindShare you don’t have to worry about that. These guys are on the cutting edge and not only gaining ground, but leading the way into the Next/Gen of the 911 Systems. Dealing with a system that was very bland in the technology area gave us an appetite for a system that would provide us with an abundance of features. MindShare delivered in spades.

I was looking into the regular mumbo jumbo that all the companies give you; this slick sheet and that feature, but in just about every instance it turns out that this is an upgrade, and this feature is not on the quoted system, or we have been working on this and it should be available soon. Then I came across Mindshare and right off some of the features were above what I was seeing in the others. I sent out a request and first of all I got a response within hours not days. It was Paul Craven (Craven Associates) wanting to know what I was looking for. Well I went into detail and threw some things in that were much more than I needed just to see where we were at. I will tell you it didn’t phase him one bit, he said I have someone you are gonna have to meet and his system is gonna make your jaw drop. Guess what?, IT DID.

I get a call from this Cracker Jack named Jack Hines, Well let me tell you, I have been at this for 25 years at the 911 center and everything I threw at him, he said his system could handle it. Needless to say I found this hard to believe. Well, Jack promptly set up an online demo to take a look at a functioning system and my mind was blown away. Every word he said was the truth, that is about the MindShare system. ( I later found out it may not be about his taste in Beer Cheese Soup, but that is another story “LOL”.) All joking aside, the system met every benchmark I threw at it and I was thinking there has to be a catch, wait for the price, it has to be the price, I’m gonna faint when I see the price. So we moved to the next step of asking for a budgetary quote and even if they had GSA pricing and Jack was like “sure I will get that right over to you”. In 2 days I received a complete budgetary quote from GSA Pricing “#don’t have to bid” I had to call him up immediately, he must have been expecting my call and my shock, when I asked him if this was for an entire 3 position system or just 1 of the positions. He laughed and said “ I can charge you more if you want me to”, I quickly declined and he explained how MindShare did business. We are an agency that dispatches 12 fire departments, 6 Police agencies and 6 County Ambulance stations, Our funding is very limited and our demand is very high. Mindshare came in at a cost that was less than half of the closest bid. This was amazing for us.

Everyone knows the in-depth process of crossing the T’s and dotting the I’s it takes to complete the purchase agreements and contracts even before you start to build out a system. All through this process Jack made it as smooth as possible. I have to say that I found not only a great company but most of all some good friends in the process. The attention to detail is amazing and the follow up after the sale is second to none. I almost forgot to mention Jeff and Ryan, They are the Minds behind MindShare and if you are lucky enough to go out to see their facility and take the install training, these guys are great and I am very proud to call them friends also. I have done 2 software upgrades since the original install. Yes, that is 2 in less than a year. If you buy these guys’ product, they are constantly making it better and adding features. And not one issue to report with the upgrades. They went smoothly, so smoothly I just had to call them and let them know that I had completed them with no issues so they would know what version we were on. They were very glad to know that we had no reason or problems, just keeping them informed.

Folks I could go on, there are so many great times I had with this install but time is short. Bottom line with my 25 years of experience in this field, You will not be sorry for going with this company... MindShare will change the way you see radio companies.....”

--Ted Sparks - Logan 911 Operations Chief--

