NEWS RELEASE
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Blue Hill Recognition – Supporting a County Government's Court System

During this COVID-19 pandemic, many customers now require additional resources and support. This is such an example, where enhancements were required to be implemented very quickly and efficiently, in order to support this new capability for Court cases to be filed electronically rather than in person.

We were therefore pleased to receive this note of praise, because it emphasizes the impact of a highly qualified true team effort working together under emergency time constraints to accomplish a critical business objective.

We appreciate our customer taking the time and making the effort to compliment the work of an accomplished team member who played a key role within the team of essential IT staff members within this County Government. Receiving this recognition strengthens the team's purpose, and makes us a stronger team working together.

> **Internal Customer Announcement:**
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> *"Congratulations to the Courts Team for the successful implementation of the efiling system enhancement to allow Domestic and Criminal Case Types to be filed electronically. This enhancement also included an update for additional fees. This request arose as a result of the COVID-19 shutdown for Circuit Court and had a very challenging deadline. The team rose to the challenge and implemented a quality product in the timeframe needed."*
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> *"Kudos to the team for their hard work and dedication in making this happen! This was truly a team effort!"*

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We are proud our **customer retention is 100%**.

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