

Mission Critical Partners

Case Study New Orleans, Louisiana

MCP Supports Overhaul of New Orleans' Justice-Technology Infrastructure



Background

In 2023, the City of New Orleans launched the Justice Tech Modernization Program (JTMP) to overhaul its aging criminal-justice technology systems, supported by a \$30 million American Rescue Plan Act grant. Facing inefficiencies caused by decades-old systems, the city partnered with Mission Critical Partners (MCP) to modernize and integrate critical systems across law enforcement, courts, and jails. MCP is driving transformative changes that will enable real-time data sharing, streamline workflows, and support better decision-making, all while improving outcomes for New Orleans' justice system.



CITY OF NEW ORLEANS



Location

New Orleans, Louisiana, the largest city in the state, serves a population of 383,000 and is a hub for tourism, culture, and commerce. The justice system operates across Orleans Parish, with agencies spanning law enforcement, courts, and corrections.



Challenges

Outdated 1980s systems caused inefficiencies, delays, and redundant manual processes. Disconnected systems and inconsistent charge definitions created barriers to real-time data sharing and operational effectiveness.



Solution

MCP is replacing legacy systems with cloud-based platforms, creating a unified data model, and building tools for real-time data sharing. MCP also supports workflow improvements and staff training.



Results

A standardized data framework and integration tools are in place. By 2025, modern systems will streamline processes, reduce errors, and enable faster, more transparent justice delivery.

The Challenges

New Orleans relied on disconnected, outdated systems dating back to the 1980s. A shared server for jail and court operations was near the end of its life, and paper-based workflows created inefficiencies. Inconsistent charge definitions and a lack of integration prevented real-time data sharing, while antiquated interfaces hampered staff productivity and retention.

What MCP Did

MCP is implementing cloud-based systems to replace legacy technology and creating an enterprise data model to standardize communication between agencies. A real-time integration hub is being developed to connect systems, ensuring seamless data sharing. MCP is also guiding workflow reengineering, developing governance frameworks, and training staff to use the new systems effectively.

The Results

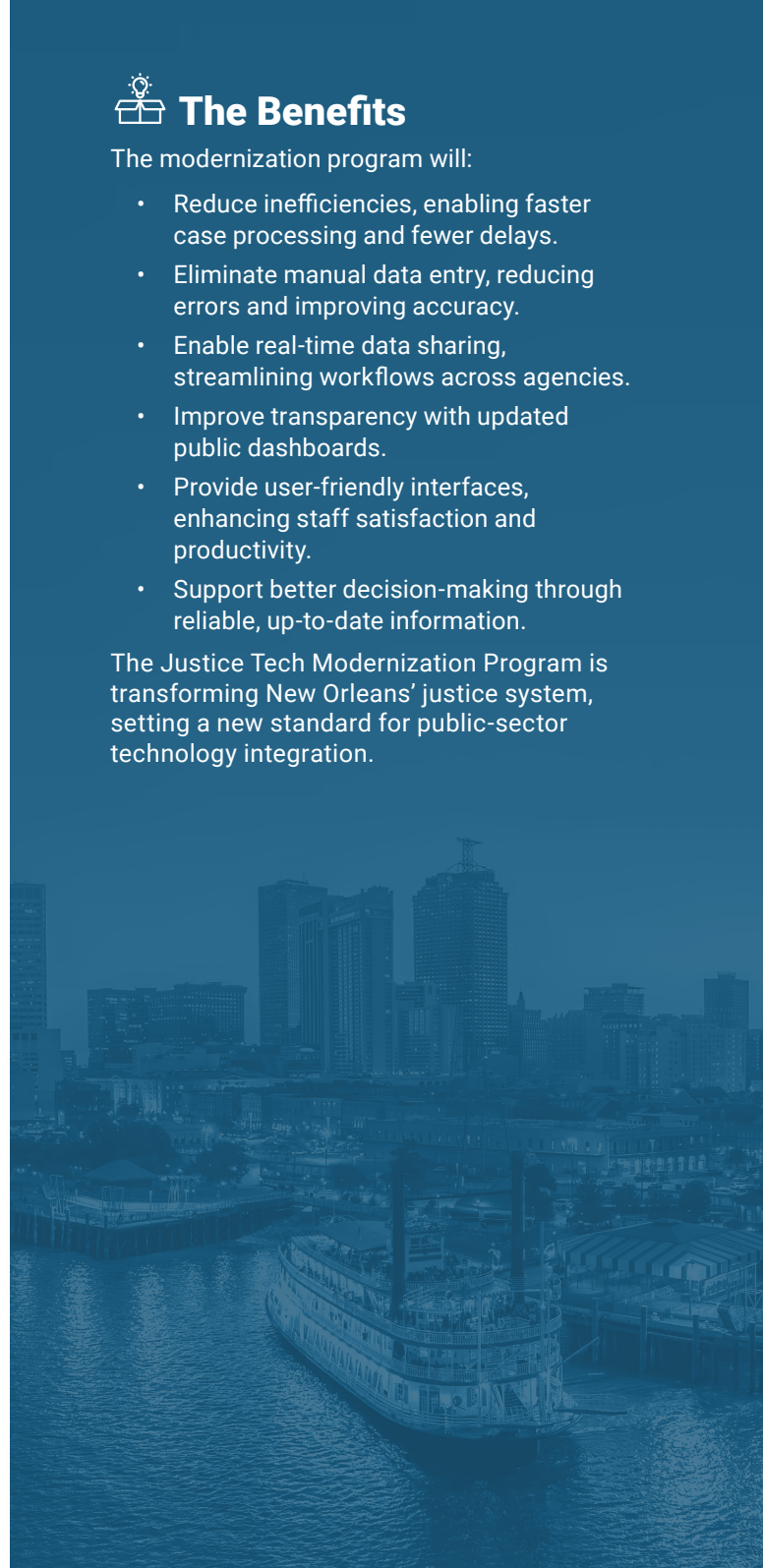
Significant progress has already been achieved. A standardized data framework is in place, and integration tools are operational. Modern records-management, case-management, and jail-management systems will go live by 2025. These systems will streamline workflows, automate processes, and enable real-time data sharing, improving efficiency and reducing errors.

The Benefits

The modernization program will:

- Reduce inefficiencies, enabling faster case processing and fewer delays.
- Eliminate manual data entry, reducing errors and improving accuracy.
- Enable real-time data sharing, streamlining workflows across agencies.
- Improve transparency with updated public dashboards.
- Provide user-friendly interfaces, enhancing staff satisfaction and productivity.
- Support better decision-making through reliable, up-to-date information.

The Justice Tech Modernization Program is transforming New Orleans' justice system, setting a new standard for public-sector technology integration.



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About Mission Critical Partners

Mission Critical Partners (MCP) is a leading provider of data-integration, consulting, network, and cybersecurity solutions specializing in transforming mission-critical communications and public-sector networks into integrated ecosystems that improve outcomes in the public safety, justice, healthcare, transportation, and utility sectors.

For more information, visit [MissionCriticalPartners.com](https://www.MissionCriticalPartners.com)

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