HARRIS COUNTY

UNIVERSAL SERVICES

BUILDING THE DIGITAL FOUNDATION FOR THE FUTURE OF HARRIS COUNTY.



WHO WE ARE

Harris County Universal Services (HCUS) is the county's strategic solution partner, delivering essential technology solutions, public safety communications, fleet operations, and resident-facing 3-1-1 services. By driving secure, innovative, and customer-centric operations, HCUS empowers county departments and connects communities—ensuring Harris County works efficiently, securely, and effectively.

OUR MISSION

Universal Services delivers customer-centric and innovative solutions in support of Harris County's vision to optimize service delivery and generate efficiency.

WHAT WE DO

We provide a broad range of services that keep Harris County government connected, secure and moving forward.

INFORMATION TECHNOLOGY & INFRASTRUCTURE

Providing technology, networks, telecommunications and support that keep County operations connected.

CYBERSECURITY

Protecting County systems and data through security, risk management and incident response.

FLEET SERVICES

Managing County vehicles, fueling operations and transportation programs.

PUBLIC SAFETY TECHNOLOGY & RADIO SERVICES

Supporting first responders with mission-critical communications and radio systems.

HARRIS COUNTY 311

Connecting residents to County information, services and resources.

RECORDS MANAGEMENT & INFORMATION GOVERNANCE

Managing records, compliance and secure information practices.

INNOVATION, DIGITAL SERVICES & PROGRAM DELIVERY

Driving modernization, digital solutions and strategic initiatives that improve service delivery.

UNIVERSAL SERVICES AT A GLANCE

- **20,000+** County employees supported
- **6,800+** County vehicles managed
- **93,000+** Public safety radios supported
- **600+** Business applications

OUR IMPACT

HCUS is the backbone of many county operations, supporting nearly every aspect of Harris County government. Our teams enable employees, departments, precincts, public safety partners, Judicial partners, and residents to access the services and resources they depend on every day. Whether working behind the scenes or interacting directly with the public, we help power the systems, services, and solutions that keep Harris County delivering mission-critical services and ready for the future.

OUR LEADERSHIP



Sindhu Menon
Executive Director &
Chief Information Officer
Harris County Universal Services

Under Sindhu Menon's leadership, HCUS continues to advance innovative strategies, operational excellence, and resident-focused solutions that strengthen county services and position Harris County for future success.

OUR CORE VALUES

PEOPLE · INTEGRITY · SERVICE · ACCOUNTABILITY · INNOVATION

LEARN MORE **hcus.harriscountytx.gov**