



SNIPPY IS HERE

to spread holiday cheer!

OMES is committed to cultivating a culture that prioritizes empowerment, ownership and continuous improvement. Through collaborative teamwork, we provide outstanding customer service and effectively fulfill our mission of serving those who serve Oklahoma. **We are proud to acknowledge our exceptional OMES employees for their outstanding work!** Check out the feedback below, which demonstrates the high-quality service our agency provides.

“Great work you all are doing”

I just wanted to take a minute to let you know that I am so pleased with the services provided by OMES. We have onboarded four new employees now and the process has gone so smoothly – it’s a huge contrast from when I onboarded 10 years ago and literally didn’t get a computer for two weeks! Our computer support technicians – Steven Birkes and Ethan Shuler – were incredibly responsive and arrived promptly.



I’ve also ordered a new computer and equipment through SOW – the process was so easy!

We are currently working with Justin Devero on our new website redevelopment. The process is so well thought out and Justin has answered our questions very well. The cost was about ½ of what it would cost us to go with an outside vendor.

We have also had great payroll support with Faith Hill.

Finally, I was really impressed with Dakota Rennels and his help to get us some AI-related tools so we can do our work with the same efficiency and tech as private sector companies.

Thought I’d share – great work you all are doing!!!!



“I can’t say enough”

Sarah Foreman was so knowledgeable, helpful, understanding, caring and passionate about her work, and explained to me every question I had. Sarah stayed on the phone with me till all files were back in and I was up and running. I can’t say enough. OMES is great and Sarah thank you so very much you are an angel.

“Makes me feel a part of something bigger”

Everything Shannon shares with the agency is written in a way that makes me feel a part of something bigger. I'm sure she is a pillar of support in many ways I'm not privy to, past her wit and charm. Yet, her ability to craft communications on a professional yet personable level is a gift that could easily be overlooked in day-to-day business. A consistent positive attitude and good intent is an asset to employee moral, and a type of support deserving recognition and thanks.



“I have even more respect for OMES IS”

Steven Feldman was by far the best tech I have ever had the pleasure of working with. He set up my MacBook to a printer after three other people gave up. This has helped me fulfill a core duty of my job and I have even more respect for OMES IS.

“Making contact with OMES a real pleasure”

I have had multiple interactions with Jen Brakhage. Jen is smart and thorough. Jen has a consistent high energy and sense of humor - making contact with OMES a real pleasure.



“Friendly, kind, considerate and helpful”

I want to make sure that you know what a valuable asset you have with Renae El-Batiti. She did such a great job when deploying the new computer. She was friendly, kind, considerate and helpful.

Have you noticed your coworker contributing to a positive, productive culture? [Submit a Kudos](#) to feature their great work!



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OMES is committed to cultivating a culture that prioritizes empowerment, ownership and continuous improvement. Through collaborative teamwork, we provide outstanding customer service and effectively fulfill our mission of serving those who serve Oklahoma. **Your words and actions make a difference.** Check out these tips for fostering a positive, innovative work culture. Give the gift of collaboration to your team members this holiday season!

“That’s the way we’ve always done it.”

We encourage you to challenge old norms. Ask valuable questions like “How should it be done?,” or “Can we do it better?”



“It is what it is.”

Innovation can’t take place if we remain stagnant. Asking “How can we improve it?” may lead to greater efficiency in a worn out process.

“That’s not my job.”

Sometimes customer service requires a pipeline of assistance to get the job done. Assist customers and coworkers by connecting the right people. If you aren’t able to assist, saying “I’ll find the right person to help you” provides direction for customers.



“That’s not my problem.”

Though an issue may not directly affect your work, it’s important to be a team player. Questions such as “How can I contribute to a beneficial solution?” will demonstrate your willingness to support coworkers.

“The law says we have to do it this way.”

Take some time to review old processes that are required by law. Determine whether legal updates have been made in previous years, or where increased efficiency could be applied.



“It’s good enough.”

Though you may be satisfied with an outcome, how can you aim for excellence in delivering a finished product?

“You’re wrong.”

You won’t always agree with your coworkers, but you should always be receptive to their perspectives. Instead of denying someone’s opinion, ask them to consider another perspective.



“It’s not fair.”

If something seems unfair, have an open conversation about it and find a resolution or compromise for all parties involved.

“I don’t have the time or bandwidth for this.”

Prioritizing your workload can sometimes be challenging. Instead of isolating from a task, offer to find a better time to address it.



“Been there, done that.”

You or a coworker may have experienced a negative outcome in the past. Asking yourself “What did I learn?,” or “How can I use my knowledge?” will equip you to persevere until you reach the desired outcome.