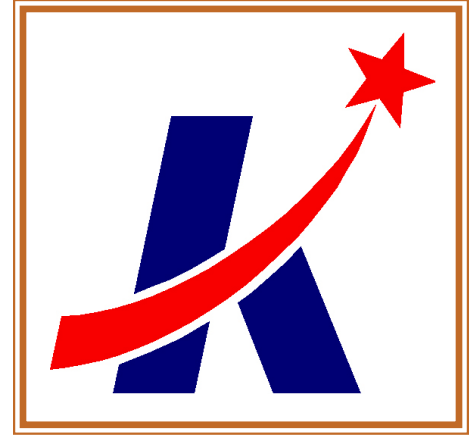


The Customer:

CITY OF KILLEEN

The City of Killeen is a town of over 100,000 citizens located in central Texas. It is their responsibility to enforce all municipal codes for the area.



INCREASING PRODUCTIVITY THROUGH RUGGED TECHNOLOGY

The City of Killeen is proud of its municipality and is committed to maintaining a standard of aesthetic and environmental excellence for its citizens. With this in mind the City has adopted several city ordinances designed to reduce nuisances such as: care of premises, graffiti, high weeds and grass, litter and debris, junked vehicles, dangerous buildings and vehicle parking. According to Lee Watts, Senior Code Enforcement officer for the City of Killeen, our mission is to enforce municipal codes for all properties in the Killeen, TX environs, both residential and commercial, and to report any violations. At the present time, the population of Killeen is 106,000 citizens with over 40,000 water addresses. The department is responsible for conducting 40 different types of inspections depending on the situation.



PREVIOUS SITUATION

This task required voluminous paperwork such as: printouts of property ownership information, printing property pictures and maps which also had to be carried in huge binders. When going into the field, the municipal officers had to carry large books with international property maintenance codes and city ordinances. Extra time was required to leaf through the reams of codes and ordinances and find the appropriate identifications. When they were in the field and found violations, they had to physically return to the city office to obtain printed door announcements, and then return to the offending property to post them.

Code enforcement officers would routinely examine 30-40 properties in one day. They would then bring their reports to the office and spend 1-1.5 days processing paperwork for those cases. Most of that time was spent in clerical work - manually typing the case reports. The officers would give that information to an administrative assistant, wasting hours on clerical work and taking valuable time from their municipal responsibilities. The officers would have to wait for the administrative assistants to process the paperwork - causing further delay - and create a case number, so that the officers could then return to the field and leave a door announcement at the property with a case number.

"We were looking for an innovative way to eliminate wasting hours, manpower and revenue conducting in-office research on each property. In addition, the city council wanted the department to do more inspections without adding more officers," said Watts.

EVALUATION PROCESS

The Code Enforcement Department recognized they needed improved technology to enhance the municipal code enforcement process without creating additional, unnecessary offices and bureaucratic issues. Cost, durability and equipment functionality were most important to them. The department also wanted a USB friendly system with plug and play capability. They wanted the flexibility to transfer from the office to a vehicle with the same computer. High temperatures and varying, environmental extremes were a concern as well. Officers Watts stated that it was important for them to have the ability to take the office into the field without sacrificing data accuracy and performance. Furthermore, we needed the same quality of performance as with a conventional home system or office PC but in a mobile platform. Lastly, they wanted the convenience of a local vendor.

The code enforcement department met with the City's IT department to discuss their needs and available system options. After examining hardware that could meet military specifications they narrowed the potential hardware field to Xplore Technologies' iX104 rugged tablet PC. "We felt that the tablet PC form factor is more versatile and vehicle compliant than a standard laptop (clamshell-type) computer. It is easier to position and without moving parts such as a hinge. Having fielded 500 laptop units while in the military and experiencing the tendency of laptop hinges to break proved to us that we did not want to repeat this situation at the city of Killeen," stated Watts. "We liked all the rugged characteristics available in the iX104."

"Cost effectiveness was a big factor – we saved almost \$2,000 by purchasing the iX104 versus the fully configured competitor's unit. We appreciated Xplore's customer service and liked the fact that the wireless cards would be integrated inside the unit. The bottom line for Killeen was that we liked the value, cost-savings, computer reliability and Xplore's partnership with Dell."



APPLICATION

Using the ARC viewer to pull up GIS Mapping information in the field, our officers could look at block line diagrams with many layers and look at property lines and photographs. Maps are critical to our officers' assignments. With the iX104 rugged tablet, they can locate zoning and measure the property depth. The ARC Viewer solution using information from Bell CAD appraisal district database is available to their field officers. Updates to Bell County records are sometimes several months behind schedule so they can use Autodesk Deskviewer to access information as well. Before the upgrade to the Xplore computers, the officers had to wait to receive the information via a call or hard copy document. Using Deskviewer, they can access other maps from the planning department, which are loaded on the iX104's hard drive.

The main software application that the officers utilize in the field is browser based and allows the City of Killeen to issue permits and licenses as well as enforce municipal codes. When integrated together, code enforcement officers, tax collectors and assessors benefit from the elimination of duplicate data entry. "We can create case numbers, as needed, in the field instead of waiting for the administrative assistant to process the paperwork in the office. We can look at property history and updated information remotely, instead of having to return to the office. We can use the white pages via the wireless internet on the rugged tablet pc to locate a person," stated Watts. Using ticket writing software, the officers can scan information from a license and create a ticket in the field. The officers can take photos into the field which can be added to reports to support code enforcement efforts.

The Code Enforcement department's offices have X-Stands and the officers' vehicles are equipped X-Docks. The employee feedback has been very positive – the officers like the internet and GIS capability afforded them by the iX104.

BENEFITS

The City of Killeen Code Enforcement Department has experienced a 2 to 1 increase in productivity with the iX104 tablet solution by eliminating the amount of paperwork required to report and process violations. It used to take the department 5 days to notify a property owner. Now it takes 1-2 days— a five fold reduction in response time. This enables the organization to accomplish more tasks with the same number of officers. The department can function with the capability of an organization twice its size. The introduction of the computers has enabled the department to eliminate redundant processes. The officers now have a mobile office from which to operate. They can leave door hanger notices without returning to the office. They can look up property ownership while in the field. They can use printers in the trucks for hard copy information. Because of the increased efficiency, officers are in the field longer and are generating more violations. Administrators now have more time to handle the increased number of calls from property owners resulting from increased code enforcement.

According to Watts, "the implementation of the new mobile computer enables our officers to be more proactive than reactive. I recommend that organizations seeking to implement advanced field technology first identify their needs and current processes. They should also research the tasks that can be automated and thereby streamline their operations."



ABOUT XPLORE TECHNOLOGIES

Xplore Technologies Corp., maker of the most rugged tablets on Earth, has been in the business of developing, integrating, and marketing industrial grade rugged tablets for our customers in the Energy, Utilities, Manufacturing and Distribution, Public Safety, Field Services, Transportation, and Military sectors for over 15 years. Xplore Tablets use the most powerful and modern processors and components and are tested more vigorously for shock, thermal, vibration, impact, ingress and emissions than any other PC in the industry. Xplore's products enable the extension of traditional computing systems to a range of field and on-site personnel, regardless of location or environment. Xplore's portfolio of products is sold on a global basis, with channel partners in the United States, Canada, Europe and Asia Pacific. Xplore's main offices are located in Austin, Texas with regional sales offices throughout the U.S., Canada and Europe. Xplore is a public company that trades under the symbol XPLR on the NASDAQ Stock Exchange.

