



Work Smarter: Cityworks Implementations with GISinc

GISinc is the only Esri Platinum Partner that is also a Cityworks Platinum Implementation Partner. Together GISinc and Cityworks are helping communities “Work Smarter” leveraging GISinc’s GeoloT Platform for sensor-based work. Our Cityworks team includes team members with 40+ yrs experience working in local government managing organizational Cityworks systems. We offer discoveries, integration workshops, jumpstarts and full-scale implementations tailored to your business requirements.

Springfield, IL

Springfield, IL has really embraced the Cityworks platform and deployed it into many facets of the City’s business units. GISinc began implementation efforts in 2014 focused on Server AMS. The City quickly saw the value of Cityworks as an asset management platform and soon expanded into Server PLL. GISinc conducted a thorough needs assessment and work process discovery, configured for PLL to align with and increase the efficiency of the permitting processes for the Community Development department. GISinc is currently working with the City to expand the capabilities of Server PLL with the integration of the OnBase document management system.

Roanoke County, VA

The County selected Cityworks as an asset management system for managing work activities related to their Stormwater Management Program and chose GISinc to implement it. The original AMS implementation quickly expanded to include the tracking of Stormwater permits using PLL. Since the initial implementation, Roanoke County has expanded Cityworks to a multi-domain environment and added the Solid Waste division into AMS. GISinc is currently working with the County to expand PLL into the remainder of their Community Development department to support the full scope of their permitting activities. This process will also include additional integrations with multiple 3rd party applications, as well as tighter integration with their Enterprise GIS. In the end, expanding the use of Cityworks and leveraging their extensive investment in GIS will offer the County a robust system for tackling their daily workload in the most efficient manner possible.

Olympia, WA

The City of Olympia, WA sought a pilot program to validate the functionality of Cityworks against their established business processes. GISinc worked with the City to determine the best solution for their pilot was a Cityworks Online (CWOL) implementation. The City’s instance of CWOL was configured to support the work activities performed by the Drinking Water division. GISinc is continuing to work with the City to migrate their existing pilot into a cloud-hosted environment and expand the footprint of Cityworks into other departments, as well as integrate with several 3rd party applications.

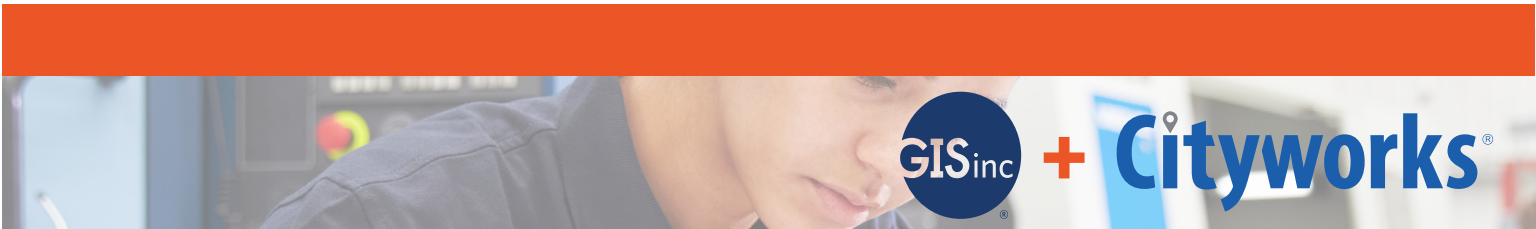
Hartsfield-Jackson Atlanta International Airport (ATL)

The Hartsfield-Jackson Atlanta International Airport (ATL) uses Cityworks to track non-traditional art assets, to include not only the maintenance of exhibit cases, but also the placement and rotation of the art pieces themselves. In addition to tracking art assets, ATL uses Cityworks to track signage assets and the maintenance performed against them. To facilitate this, GISinc configured Cityworks to allow direct vendor access into Cityworks, with customized user experiences containing information sufficient to allow for streamlined data entry, work activity completion, and project-level tracking.

New Braunfels Utilities, TX

New Braunfels Utilities (NBU) has been a long-time Cityworks user, and over the last decade, their business processes have evolved. With that evolution came a need for Cityworks to evolve as well. As such, NBU partnered with GISinc to do a Cityworks re-implementation to better align the existing work activities within the application with their new business processes. This process allowed some departments to more fully utilize the Cityworks application, while introducing enhanced functionality to others. In addition, more robust reporting analytics were put into place to generate the KPIs that NBU needed to make more informed business decisions.





Additional Implementations

Kalispell, MT

The City of Kalispell, Montana partnered with GISinc to perform a legacy data migration into Cityworks PLL from their existing access-based permitting system. The legacy permit information was programmatically populated into Cityworks, filling in the much-needed historical information. As a follow-up project, GISinc extended the City's existing PLL implementation to include permit configuration for the Stormwater department.

Tampa International Airport (TPA)

Airports are often referred to as smaller, self-contained cities--and in many ways they are. That makes Cityworks an optimal solution for airport maintenance and asset management operations. GISinc is working to deploy Cityworks at Tampa International Airport to include designs based on airport maintenance and operations, as well as FAA compliance. With the use of Cityworks the airport will benefit from a consolidated work management system and streamlined method for both internal and FAA-mandated reporting.

Sterling Heights, MI

Sterling Heights chose Cityworks as the solution to replace their antiquated fleet management system to streamline their work processes and enable greater reporting capabilities and information sharing. GISinc worked with the City to implement Cityworks for public works staff and facilitate kiosk access to non-public works staff. The kiosk access included customized user experiences through which city staff can submit request for vehicle maintenance. This process increased efficiency with the request process and virtually eliminated the previous paper-based request method.

Minnetonka, MN

The City of Minnetonka, Minnesota conducts annual hydrant inspections using hand-held GPS units. In order to track that inspection history within Cityworks, the process required manual data entry. With GISinc, a series of custom importation scripts were written to programmatically transfer the inspection data collected on the mobile GPS units into inspections within Cityworks. This resulted in a 1:1 match of inspection history between the two. As a follow-up, GISinc expanded the scripts to create subsequent work orders to address any discrepancies found during those inspections based on the inspection observations. The result was a single process that significantly reduced the workload on City staff, reduced data entry errors, and produced a much cleaner data set.

Oxford Water Works - Oxford, AL

GISinc worked with Oxford Water to implement Cityworks and integrate with their utility billing system: CUSI. The integration was designed to allow office staff to create Cityworks service requests and work orders from within the CUSI interface. That process pushed meter and account information from CUSI into Cityworks, which allowed field crews to view and validate the information in the field. In addition, the work activities in Cityworks are exposed within CUSI. The result was a seamless transfer of data between the two systems.

Independence Township, MI

The Township enlisted GISinc to help them develop a series of KPIs to better understand and track maintenance activities being conducted within their public works department. These KPIs are used to not only track progress, but also evaluate that progress against established benchmarks. To best convey these KPIs, the Township chose to use Operations Dashboard for ArcGIS. Through a series of eURL services and spatial views joining GIS and Cityworks information, the Township was able to extract the necessary information. The resulting Operations Dashboard is accessed through the Cityworks inbox and has become an integral part of the daily business process. This approach is even being used to increase transparency and better inform the public on what their public works department is doing.

