

City of Greensboro



An enterprising organization.

Home to 220,000 citizens, the City of Greensboro, North Carolina, honors its motto to provide “excellence in service.” However, achieving and maintaining such excellence is not an easy task, particularly with the vast number of resources and facilities to support. For example, at more than 120 square miles, Greensboro has 1,100 miles of roadways and 1,500 miles of water mains; 93,000 water meters that measure 30 million gallons of water daily; and over 44,000 street signs for its crews to maintain.

“ With an integrated solution, our staff has everything they need at their fingertips to immediately address the needs and concerns of Greensboro's citizens. ”

STEPHEN SHERMAN, GIS MANAGER,
CITY OF GREENSBORO

Setting the strategy.

In the quest to fulfill the city's mission to provide excellence in service, local government officials sought to give citizens a one-stop-shop resource, such as a telephone number or a website for all government-related requests and inquiries. This would allow Greensboro to better address the needs of its citizens, streamline operations, and simplify access to critical information by integrating data into one centralized system.

But this one-system approach presented a number of challenges, as every department and organization maintained its own separate work order systems. These separate systems prevented organizations from sharing and retrieving information easily and presented serious integration issues. Another common challenge that municipalities face is tracking their widely dispersed assets. Frequently only the asset's location, rather than a part or serial number, makes it unique and is, therefore, difficult to find in a database or other automated system. Greensboro needed a way to track the city's assets—such as street segments, traffic lights, and sewer lines—by physical location.

There were also budgetary constraints to consider. Developing such a system would cost money, and North Carolina requires municipalities to operate with balanced budgets.

Getting business specific.

Greensboro sought to implement an integrated technology-based solution that combines asset management, customer relationship management, and geographic information systems (GIS) to help achieve its goal of providing quality service. The city turned to Infor™ EAM Enterprise Edition, Infor's asset performance management solution, to serve as the foundation for this initiative. Over 1,200 cities, municipalities, departments, and government agencies in the US rely on Infor EAM software and services, making this solution an ideal fit for Greensboro.

facts at a glance:

> organization	City of Greensboro
> solution	Infor EAM
> product	Enterprise Edition
> industry	Public Sector
> country	USA

Together with the city's geographic information system (GIS) vendor, ESRI, and the Infor team, Greensboro designed, developed, and implemented a system that will successfully accomplish its "single source" goal. The new solution will tie together nearly every Greensboro operating department function: Transportation, Solid Waste Management, Storm Water Management, Water and Sewer, Parks and Recreation, Building and Facilities Management, and Coliseum Operation, to name a few. This gives officials one easy-to-use system to manage a wide range of government operations, such as snow removal, traffic signal maintenance, water conservation, landscape management, and event support. This multiphase implementation began with the city's Transportation, Storm Water, and Solid Waste agencies. It then rolled out to both Waste Water and Water Treatment Plants, with the other agencies following. The end result is a single, consolidated system that offers a common view of all relevant data.

Seeing results.

"With an integrated solution, our staff will have everything they need right at their fingertips to immediately address the needs and concerns of Greensboro's citizens," says Stephen Sherman, Greensboro's GIS manager. "And it gives us the flexibility to tailor the system to meet our specific needs and requirements as they exist today and as they change over time."

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Greensboro citizens can contact a single call center to get their questions answered or to report a particular issue—a broken street lamp, a water main problem, a pothole, or any other concerns. With the new integration of asset, geographic, and citizen information, call center operators have a consolidated, browser-based view of all the data necessary to assist the caller. And because the calls come into one centralized location, they can be effectively dispatched, monitored, and analyzed, helping the city address the issues quickly.

“Our integration of the call center and GIS with Infor EAM Enterprise Edition was made possible through the use of the Web Services Toolkit. It has enabled us to write an application that answers our needs for both customer contact management and asset management, and leverages the power of GIS to locate assets and analyze service trends,” says Sherman. Plus, when operations managers receive a work request through the call center directly from a citizen or from a crew in the field, they can look up the asset and assign a crew using nothing more than a street address. Supervisors also can look to see if there’s a crew in the area and assign them to make the repair.

“Through its GIS capability, Infor’s solution provides a simple point-and-click way to identify the location of assets, as well as each asset’s complete maintenance history. This enables us to resolve issues much more quickly and cost effectively than ever before, while also capturing all of the associated costs,” says Sherman.

Being open to an enterprising future.

With the help of Infor EAM Enterprise Edition, the City of Greensboro expects to greatly improve efficiencies, reduce administrative costs, optimize productivity, and track and manage assets effectively. But above all, government officials believe this system will provide the necessary infrastructure to guarantee the service excellence promised to the citizens of Greensboro.

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About Infor.

Infor delivers business-specific software to enterprising organizations. With experience built in, Infor’s solutions enable businesses of all sizes to be more enterprising and adapt to the rapid changes of a global marketplace. With more than 70,000 customers, Infor is changing what businesses expect from an enterprise software provider. For additional information, visit www.infor.com.

Customer Profile

Infor Corporate Headquarters
13560 Morris Road
Suite 4100
Alpharetta, Georgia 30004
USA
Direct: +1 (800) 260 2640

Contact your local
Infor office regarding
availability of products
in your region.

