

Village of Whitehouse, OH

Case Study



The Village of Whitehouse is located 30 minutes southwest of Toledo, OH in Lucas County. The majority of land use within the Village is residential with a small, but growing concentration of commercial and industrial uses. Since 2000, the Village of Whitehouse has experienced significant growth in residential housing construction. The 2010 Census results show a population of 4,149.

Situation:

The Public Service department at **the Village of Whitehouse** maintains the Village roadway system, repairs street lights, repairs/replaces street signs, maintains the storm sewer and drainage system, trims village trees,



maintains the village water and sanitary pipe infrastructure, and much more. Citizen Requests and Work Orders were being tracked on paper and spreadsheets with limited reporting capability. Village administration and elected officials lacked an effective way to see what residents were asking for and what work was being performed. Public Service needed an easy to use and affordable, yet robust Asset & Work Order Management system to improve their ability to track, share and report on information.

Strategy:

After looking at multiple Work Order management systems, the Village of Whitehouse selected the **Novo ShareNet Municipal Asset & Work Order Management Cloud Platform**. Citizens can submit requests on the village website and have them routed to the correct department within ShareNet. The Work Flow System automatically notifies them when work is completed. Maintenance work orders for Streets, Water, Facilities, Fleet and Parks can now be viewed and updated by staff members using their Mobile Devices while in the field. Many outside assets such as street signs, fire hydrants, water meters, storm drains and more are now geo-tagged and visible in ShareNet on a map.

Results:

Citizens are happier, staff are more productive, city assets are mapped and well maintained and powerful reporting helps Directors, Administrators and elected officials make more informed decisions. ***"The Novo ShareNet Municipal Software has really helped streamline processes, reduce costs, provide better metrics, and run a more efficient public service department"***.



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