



Case Study



Situation:

The City of Oxford, NC has a population of just under 9,000. Its Public Works Department is responsible for the City's Water, Sewer, Street, Cemetery, and Facilities. Our previous work order system had not been updated for several years and was being discontinued so we needed to find a replacement.

Benefits of Migrating to ShareNet:

Complaint Resolution – A picture is worth a thousand words when responding to customer complaints. With ShareNet, it is really easy to add pictures to work orders (with date/time stamps). Having pictures for things like bulk pickup, water meter readings of a meter change, etc. takes the argument out of customer complaints.

Work Efficiencies – The Novo Sidekick/1 Tap Mobile App has customized colored buttons that allow users to create work orders with a tap of a finger (and attach a picture with a few more taps). This has created efficiencies in our Streets department.

Reporting – ShareNet has powerful reporting capabilities. We now have weekly reports that let managers know about the work that is being done. This allows us to track each employee's work throughout the day and look for unauthorized downtime. It also justifies what our department does.

Cost Capture - We now have the ability to track and report on the cost of equipment usage, materials, and labor hours. This helps us know the real cost of doing work which greatly helps with budget planning. We can now see how many labor hours it takes per year to do certain types of work. We can also see where we may need to adjust our fees (i.e. for water and sewer taps). The people who manage the money don't see the details of what goes into doing various jobs and our new reports help open their eyes to the real cost.

Data Migration – Changing systems can be scary, but moving from our old system to ShareNet was a very smooth transition. Novo Solutions was able to take our data and migrate it into ShareNet. This not only gave us our current and historical data in the new system, but we can now use powerful ShareNet features such as Search and Reporting on this historical data.

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YOUR SOLUTION



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