



Case Study of ShareNet

Three Rivers, Two Bridges, One Special Place

Situation:

Prior to implementing ShareNet, we relied on a cumbersome paper-based system for handling water utility-related work orders.

Problem:

The entire process, from printing orders to handwritten notes and end-of-day updates, was incredibly time-consuming and often left our field staff without essential information while in the field.

Results:

ShareNet has completely transformed the way we manage our utility operations, and it's been a resounding success for our organization. With ShareNet, our field staff now have instant access to all the necessary information they need to perform their tasks efficiently. ShareNet isn't limited to just one aspect of our operations; it has become a versatile tool that we rely on for a range of functions. We've successfully employed it for managing customer complaints, documenting insurance claims, and tracking bulk water usage. ShareNet's ability to centralize and organize data has made these processes smoother and more efficient.

In terms of satisfaction, we couldn't be happier with the product. Transitioning from our old paper-based system was expected to be challenging, but Novo Solutions made the process smooth and stress-free. There was no pressure to rush the transition, and the training was conducted in a supportive manner. It's important to note that ShareNet isn't just a software upgrade; it's a comprehensive program that has transformed how we manage and document services. We now have a better way to track and document services, maintain a database with historical, time-stamped information, and track the entire lifecycle of a work request, from its origin to task completion. The ability to add photos and file attachments for better documentation has proven invaluable.

Overall, ShareNet has been a game-changer for our organization, streamlining our operations, improving efficiency, and providing us with a powerful tool for managing and documenting our services effectively. We are extremely satisfied with the product and look forward to continuing its full potential in the future.

Walt Feurer, Jr.
Director of Public Works

YOUR SOLUTION



516 S. Independence Blvd. Suite 205 , Virginia Beach, VA 23452
Email: sales@novosolutions.com
USA: Phone: 757.687.6590