

Case Study of



Situation:

The Town of Dover, MA has a population of just under 6,000. The DPW staff of 21 is responsible for a broad range of services including highways, fleet, cemetery, parks and grounds, engineering, streetlights, solid waste, and snow and ice operations. Public Works Director, Kevin McCabe, recognized the need to modernize operations and improve transparency and accountability across departments. Reporting inefficiencies, lack of real-time communication, and growing resident expectations highlighted the urgent need for a better approach to work order and asset management.

Challenges Before NovoGov

Prior to implementing NovoGov, Dover's DPW relied on paper-based work orders and scattered spreadsheets. There was no centralized system to track the completion or prioritization of tasks. Office staff frequently fielded calls from residents asking for updates on service requests but couldn't provide real-time answers until field staff returned at the end of the day. This led to communication delays, misplaced work orders, and missed follow-through.

Annual reporting was also a major challenge. Each supervisor kept separate records, requiring manual cross-checking and verification to compile data for the town's year-end report. The lack of a standardized reporting system made capital and budget justification difficult, especially for large-ticket items like fleet replacement.

After Implementing NovoGov

NovoGov provided a user-friendly, customizable platform that was easy to adopt across all staff—from office administrators to highway laborers. Weekly video meetings with Novo Solutions' implementation specialist ensured steady progress during onboarding. McCabe states, "the onboarding experience was great because the project remained on track despite the unpredictable nature of DPW work."

Key Benefits and Outcomes include:

- **Real-Time Communication:** Office staff can now instantly view the status of open work orders and provide real-time updates to residents.
- **Improved Accountability:** Supervisors and laborers are clearly assigned and tracked on work orders, helping McCabe monitor progress and ensure timely follow-up.

(cont. on back)



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Key Benefits and Outcomes - continued:

- **Streamlined Reporting:** NovoGov's built-in reporting tools allow the department to easily produce year-end statistics, justify budget increases, and show detailed asset investment history—all with visual graphs and exportable data.
- **Fleet Management Transformation:** Dover transitioned from contractor-based vehicle maintenance to in-house tracking of parts, labor, and inventory. With a new full-time master mechanic and seamless system integration, the fleet program is now a model for other departments.
- **Excellent Support:** Ongoing collaboration with the Novo Solutions' team has been instrumental in tailoring the system to Dover's specific needs and evolving priorities.

Testimonial

"I'd highly recommend NovoGov. It's highly adaptable, extremely easy to use, and the support team has been excellent throughout the process. Unlike other systems, we weren't nickel-and-dimed for every form or module. NovoGov gave us the flexibility to build the tools we need—on our terms—and it's helped us become a more transparent, accountable, and data-driven department."

Kevin McCabe, Public Works Director, Town of Dover, MA

YOUR SOLUTION



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