



Case Study of Pequannock Township



Situation:

Pequannock Township, New Jersey, maintains a robust Public Works department with approximately 22 employees covering streets, fleet, stormwater, parks, buildings and grounds, along with some water system responsibilities. Prior to NovoGov, the Township was using another software solution to manage work orders and asset tracking. While it met some initial expectations, the system lacked ease of use, integration, and modern communication capabilities.

Challenges Before NovoGov

Prior to adopting NovoGov, Pequannock Township was experiencing:

- **No Automatic Notifications** when work orders were closed, leaving staff unaware of updates.
- **Redundant Work** with printing, handing out paper, and manually updating the system when the paper was turned back in.
- **Limited and Ineffective Mobile Functionality**, forcing the team to revert to paper-based work orders.
- **Cumbersome Process** for tying work orders to assets and managing GIS data.
- **Lack of Flexibility** made it difficult to customize processes or respond quickly to changing needs.

After Implementing NovoGov

After switching to NovoGov, David and his team saw immediate improvements:

- **Streamlined Communication** with automatic email notifications when work orders are closed/updated.
- **Effective Mobile Use** - Field crews can close out work orders in real-time with updates instantly shared.
- **Elimination of Paper Processes** and triple-entry workflows.
- **Easy Asset Creation in the Field** with GPS and photo capture.
- **Integrated GIS Layers** and asset list views for easier stormwater and infrastructure tracking.
- **High Flexibility** and customization, allowing users to tailor lists, forms and reports without coding.
- **Exceptional Customer Service** with fast and knowledgeable support staff.

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Results

Pequannock Township now operates with a fully integrated, user-friendly, and mobile-capable system. The transition to NovoGov has saved time, reduced errors, and empowered the team to manage assets and work orders more effectively.

"Switching to NovoGov has been a game changer for our department. It's streamlined communication, eliminated paperwork, and made it easy for our field crews to update work orders in real time. The system is incredibly flexible and user-friendly — I'd make the switch to NovoGov again in a heartbeat."

David Seugling – Public Works Director

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