



Case Study of Town of Putnam



Situation:

The Town of Putnam, Connecticut, Public Works Department, led by Highway Superintendent Travis Serrine, manages a team of 16 staff. In less than a year since going live with NovoGov, the department has begun transforming its operations, streamlining workflows, and improving visibility across its maintenance and asset management activities.

Challenges Before NovoGov

Putnam's Department of Public Works was struggling under a traditional, paper-based system that made basic operational tracking time-consuming, inefficient, and unreliable. Quarterly reports were little more than generalized notes, compiled manually by department heads. Lost or missing sign inventory, inconsistent work documentation, and hours spent digging through paper file were common challenges.

Even seemingly simple tasks—like replacing a road sign after an accident—could take hours if the sign's location wasn't documented in the map. Fleet maintenance history was difficult to trace. It was almost impossible to communicate clearly about all of the work that had been performed.

"Pulling together a quarterly report used to take three to four hours," said Travis. "And even then, we were working off handwritten notes with very little detail."

After Implementing NovoGov

NovoGov helped the Town of Putnam modernize operations with a flexible, staff-paced rollout that respected the limited availability of field leadership. Rather than a rigid implementation timeline, the Novo Solutions implementation team allowed the Putnam staff to adopt different areas of usage as their schedule permitted, supported by responsive and knowledgeable staff at Novo.

Key Improvements Include:

- **Time Saved:** Nearly 80% time savings from producing quarterly reports.
- **In-Field Access:** Sign and fleet histories are accessible off-site via laptop or tablet.
- **Improved Visibility:** Real-time dashboards show who is working on what, from anywhere.
- **Responsive Support:** The Novo team provided helpful, flexible implementation and support. We can contact Novo Support with a general idea of a need and they have a way of being able to describe how this could be implemented in the NovoGov software.

(cont. on back)



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

Key Improvements continued:

- **Custom Fit:** NovoGov allowed for gradual adoption without overwhelming staff.
- **Data-Driven Defense:** Selectmen can now use hard data and charts to defend budgets and decisions with towns people.

“The Board of Selectmen was blown away the first time I showed them what we could now report on.” said Travis. “They had no idea how many tasks we handled. Now they have data—charts, work orders, asset histories. It changed the conversation.”

Why Did You Choose NovoGov?

What stood out to Putnam wasn't just the features—it was the approach. Unlike other systems that demanded full implementation up front and expected total data readiness, Novo Solutions offered:

- A non-pressure, consultative sales process
- A soft-launch strategy tailored to staff time constraints
- A supportive rollout, not a forced implementation sprint
- Flexible functionality, allowing the team to expand features over time

Recommendation

Would you recommend NovoGov to other municipalities?

Travis' response: “100% yes. We're extremely happy. If we weren't, we'd have walked away and tried something else. But NovoGov has delivered—and it just keeps getting better.”

YOUR SOLUTION



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