



Case Study of Perry Township, Franklin County, OH



Situation:

With approximately 40 employees across departments—including Police, Roads, and Administration—Perry Township (in Franklin County, OH) faced growing challenges managing assets, supply orders, and maintenance activities spread across multiple groups. Information was siloed in spreadsheets and emails, and many activities weren't being tracked at all.

The Township needed a **single, centralized platform** to standardize workflows, make information accessible to the right people, and enable better planning for capital replacements and insurance reporting. They turned to **NovoGov** to bring structure and accountability to their daily operations.

Challenges Before NovoGov

- **No Centralized Tracking:** Asset inventories and work orders were stored on individual computers or not recorded at all, making it nearly impossible to reconcile who purchased what, where assets were located, or when equipment was last serviced.
- **Manual and Inconsistent Processes:** Supply orders and maintenance requests often got lost in email or on paper, delaying response times. If key staff were out, critical information could be missed entirely.
- **Limited Financial Visibility:** Estimating replacement costs for budgeting and insurance coverage required digging through scattered records—or guesswork.
- **Disconnected from GIS Data :** Road field crews lacked a simple way to tie work orders to infrastructure assets like manholes and stormwater structures.

“A lot of these things weren't being recorded at all—or if they were, it was on separate spreadsheets on everybody's own computer.” — Luke LaBuhn, Records & Information Manager

After Implementing NovoGov

- **Centralized Operations:** All assets, work orders, inventory, and supply requests are managed in one system. Information is accessible to everyone who needs it, reducing dependency on any single person.
- **GIS Integration:** Crews can tap on a manhole or asset on a map and relate the work order directly to the asset —streamlining field operations and record-keeping.

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After Implementing NovoGov (cont.)

- **Standardized Processes:** Customizable forms ensure consistent data entry across departments, capturing the information needed for maintenance, supply requests, and asset records.
- **Improved Financial Insight:** Replacement costs, maintenance history, and total asset value can now be tracked with customizable Dashboards and List Views. This allows the Township to meet Ohio's fixed asset reporting requirements and plan future capital expenditures with confidence.
- **Reliable Support:** Novo Solutions' implementation and support staff has been very responsive and has made it easy to make system adjustments as needs evolve.

Key Results

- Centralized asset and work order management across Police, Roads, and Administration
- Real-time GIS data integration for tracking infrastructure maintenance history
- Accurate replacement cost forecasting and insurance reporting
- Standardized workflows and mobile accessibility for field staff
- Simplified supply order tracking and approvals

Testimonial

“Having everything in a central location—assets, inventory, work orders—gives us organization and smooth workflow processes. “NovoGov’s user-friendly design made it easy for our staff to learn and use with minimal training. It’s a good combination of simplicity and power.”

Luke LaBuhn, Records & Information Manager

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