Case Study

Situation:

The Utilities Department for the City of Otsego oversees water and wastewater treatment operations along with the city's distribution and collection systems. With 12 utility staff members supporting a growing municipality, the department recognized that its existing processes were becoming difficult to manage and lacked the operational visibility needed for long-term planning.

Challenges Before NovoGov

Prior to NovoGov, work orders were managed through a combination of Word documents, Outlook tasks, email, and shared drives. While functional initially, the process became increasingly inefficient as operational demands grew. Key challenges included:

- Manual work order creation and tracking
- No centralized maintenance history by asset
- Limited labor and inventory tracking
- Difficulty with reporting and analyzing trends
- Time-consuming customer service workflows
- Inability to attach photos, documents, or detailed instructions

The department also struggled to preserve institutional knowledge because maintenance procedures, notes, and reference materials were scattered across individual files and email chains.

After Implementing NovoGov

With NovoGov, Otsego Utilities centralized operations into one system that supports work orders, assets, inventory, scheduling, documentation, and reporting. Key benefits included:

- **Centralized Work Orders & Asset History**— Employees now see only the work relevant to their responsibilities, reducing time spent searching through unrelated tasks. Work orders are also tied directly to assets, giving staff immediate access to complete maintenance history, prior notes, and recurring issues. This enables leadership to evaluate maintenance costs and make more informed capital replacement decisions.

(cont. on back)

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After Implementing NovoGov (cont)

- **Time Tracking & Operational Visibility** - For the first time, the department can reliably track:
  - Labor hours by facility or asset
  - Inventory usage
  - Maintenance workload trends

  This data now supports budget planning, Staffing analysis, Asset replacement planning and Council reporting and justification

- **Streamlined Customer Service** - Customer requests such as meter replacements are now entered, scheduled, assigned, and tracked directly within NovoGov—eliminating multiple manual steps across Outlook, Word, and email.

- **Improved Documentation & Training** - Work orders can now include photos, file attachments, and detailed instructions. This has improved annual maintenance procedures, onboarding new employees, and the preservation of institutional knowledge by keeping all information directly within the work order.

Implementation & Results

NovoGov's flexibility, and the company's responsiveness, and implementation support are major differentiators. Weekly implementation meetings helped ensure the system aligned with our department's operational needs and workflows.

"You're told by vendors all the time, 'If you need anything, just reach out.' But Novo Solutions has truly delivered on that."

Results at a Glance:

- Centralized work orders, assets, and inventory
- Reduced manual administrative processes
- Improved staff organization and visibility
- Asset-level maintenance history and reporting
- Labor tracking for budgeting and staffing analysis
- Streamlined customer service workflows
- Better preservation of institutional knowledge
- Strong implementation and customer support

"If there's something you want to track or do, I can't imagine NovoGov doesn't already do it - or won't do it if asked. The customization feels almost limitless. It can be overwhelming at first because there are so many options, but that flexibility is exactly what makes it powerful."

Seth Wilkes, City of Otsego, MN - Utilities

YOUR SOLUTION

NOVO SOLUTIONS

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