Mobile Solution Supports City Business Objectives

ENTERPRISE-WIDE MOBILE SOLUTION

The City of Roseville is located 15 miles north of Sacramento in Northern California. The population is approximately 130,000 and still growing. Roseville is a council-manager form of government and as such need to align their business decisions with City Council driven goals.

THE CASE FOR MOBILE

Unfortunately, the City was not getting the information they needed about their assets to make timely decisions and align with their goals. Also, with a continued focus on digital, smart, and transparent cities it is imperative that city staff work smarter with more informed decisions that come from accurate, real-time data.

The City has 15 departments which provide both full service to the community and internal services. The community facing departments include public safety, utilities (water, sewer, refuse, electric generation and distribution), public works, as well as parks and recreation. Knowing the status of every asset is paramount to providing reliable services and safety in their community.

In the past, the City managed their assets with five commercial off-the-shelf systems, including more than 40 individual custom databases and little system integration. The systems did not incorporate workflow modules, and the overall technology was not configured to their business processes.

The lack of integration between key city business systems caused the following issues:

- Siloing of information.
- Redundancy of information and effort.
- Accuracy concerns.
- Reporting timeliness.
- Inability to track work order and asset history effectively.

The City's lack of interconnectivity negatively impacted their ability to effectively and accurately track asset lifecycle cost and failures. This also made it difficult for them to optimize maintenance and renewal strategies across all asset classes.

THE SOLUTION

The City of Roseville created a multi-phase Enterprise Asset Management initiative to create an integrated, effective plan that supported their business process and better aligned with City Council goals. By tracking asset costs more efficiently, increasing productivity, and reducing inventory and material costs, the City can adequately align with Council Goals, such as Fiscal Responsibility, Sound and Stable Utilities, Infrastructure, and Legislative Advocacy.

After completing the initial phases, which included implementing IBM Maximo®, the next phase focused on automating the Enterprise Asset Management (EAM) business processes in several City departments for work order management, asset management, and

Case Study: Enterprise-wide Mobile Solution

inventory management. Their mobile-integrated solution, DataSplice helps the City of Roseville meet their business objectives and get more from their EAM system in the following ways:

Increased uptime: The City increased their ability to effectively and accurately track asset failures at the individual asset level. Staff uses DataSplice at the asset location, collecting accurate data in the field and updating the EAM in a connected or disconnected mode. This real-time data ensures asset reliability and reduces equipment failure and downtime by providing managers with immediate insight into the health of their assets.

Faster reporting and fewer redundancies: Using a mobile solution that integrates with their EAM in real time, the City eliminated fragmented and duplicate systems, speeding up work reporting and eliminating multiple sources of information and work reporting redundancies.

Increased productivity: The City is experiencing increased productivity by giving their staff more powerful tools. They now have a common framework within the City for management reporting and work order management. The tools they use are familiar to them (Desktop, iPad or Android), which supports rapid training and implementation of the new system. DataSplice also allows them to manage work orders in a disconnected or connected mode, which promotes work accessibility under any condition. Since Implementation, the city has reported over 1 Million Work Orders, which can now be tracked at the asset level and determine the optimal time to replace failing assets.

ADDITIONAL BENEFITS

Reduced annual inventory shrink rate: In the past, the City often found inventory discrepancies in their manual process. Many reasons contributed to these discrepancies including inventory standard procedures not enforced, items not labeled properly, and mistakes were made issuing out and receiving items. With DataSplice, a cycle count is conducted with a hand-held mobile device, scanner and/or barcodes. The staff now updates and tracks inventory quickly and accurately, which creates reliable reports for management and the City as a whole.

Increased accuracy in issuing and tracking of materials and spare parts: Before automating the EAM business processes, the City did not have complete records

of assets. They used a manual, paper-based system to issue and track materials and spare parts, which created transcription errors and delayed updates to their EAM. With DataSplice, the City has increased accuracy in issuing and tracking of materials and spare parts issued to work orders. The mobile application supports fewer transcription errors and real-time data, which helps the organization keep pace with the busy warehouses.

Optimized inspection rounds: The power generation plant was a pencil and paper-based inspection round system. With DataSplice, the program is now a mobile program which supports the updating of critical, timely inspection data seamlessly into their EAM.

Automated field inspection with GIS Integration: The Electric Distribution team was using a manual, printed "map page" inspection process which required a lot of manual intervention. The city implemented DataSplice's customized inspection forms module with GIS integration to provide the team with an automated, streamlined way to capture inspection results and create reactive maintenance work orders on failure.

THE RESULT

Information is key for the City of Roseville. With their disparate, unintegrated systems with no business workflow, they did not have the timely insight into their assets to make the right decisions for their growing city. With DataSplice, they now have reliable insight into their asset management system and are better able to support their customers. They are not only able to process Work Orders more efficiently, but they also have real-time access to know how many they have processed and for what reasons. In 2018, they have already processed over 20,000 Work Orders with seven departments utilizing DataSplice for mobile integration. These numbers are only expected to grow as the City intends on implementing the DataSplice software to other asset groups for more efficient work order, inventory and asset management.

Read the story online