



Monroe County, NY

Automating work order creation and improving field staff efficiency

Nestled along Lake Ontario's southern shore, Monroe County spans more than 1,300 square miles and is one of the most populated counties in New York State.

About Monroe County

Located in western New York State, USA, Monroe County is home to approximately 750,000 residents, most of whom are in the City of Rochester. Named after the fifth President of the United States, James Monroe, the County is part of the Rochester, NY Metropolitan Statistical Area.

The County employs a GIS department of five full-time staff who create and support a variety of public-facing and internal Geocortex applications (approximately 40 unique sites). GIS supports a range of County departments and initiatives, including public safety, transportation, environmental services, parks, elections, and the Monroe County Storm Water Initiative.

Prior to implementing Geocortex Essentials, the County relied on consultants to build custom GIS applications. Custom applications can be extremely difficult and costly to maintain; the County had to contact their consultants for assistance each time something went wrong, something needed to be updated, or a new software version was released.

The Challenge

The County was using a system called "Hansen" as their asset management system, which managed work orders for sewage assets (e.g. manholes, collection points) and facilities (e.g. buildings, floors, security cameras). This system was separate from their GIS and was used alongside their Geocortex-based "Utility Asset Viewer".

Field workers were required to manually record details of work that had to be done and radio the information back to the dispatch center to have a work order generated. It was a time-consuming, inefficient process that led to lag times to create work orders.

"We knew that it was time to modernize our approach and standardize on a new solution," noted Scott McCarty, Operations Manager, GIS. "SAP® had been in use as the County's financial system since 2005, and Geocortex was a natural fit due to its proven integration capabilities with SAP"



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Scott McCarty, Operations Manager, GIS - Monroe County, NY

The Solution

Working with Latitude Geographics’ Professional Services team, the County built a new Geocortex application for managing sewage and facilities work orders that integrated with SAP work order management tools and consolidated asset management with their GIS.

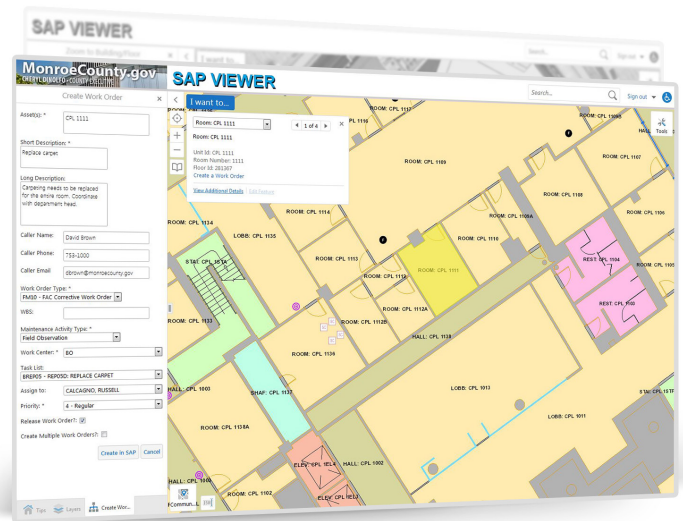
The application – called the *SAP Viewer* – streamlines the creation and management of work orders. Field staff can generate work orders with a quick series of taps on their tablets; they simply locate the asset on the map, select it, and generate a work order in SAP. Geocortex Essentials’ workflow capabilities have helped automate the process by querying and compiling relevant data before pushing it into SAP.

By creating a data link to their Oracle® database, the County can also access historical work orders for any given asset directly inside Geocortex, allowing them to gain a better understanding of the lifecycle of their assets.

The Result

Geocortex has helped Monroe County simplify the process of creating and managing work orders. Putting the power to generate work orders in the hands of field staff has resulted in considerable time savings; they no longer have to radio back to the office to have a work order created, and this frees up office staff for more important work.

By embracing a configuration-first mentality, the County has also realized significant cost savings. Shifting away from custom development performed by outside consultants has allowed the County to leverage a framework that helps insulate them from disruptive technology change and take advantage of new software versions quickly. Geocortex ensures that the County’s SAP Viewer and other GIS applications will be compatible with future versions of SAP and Esri technology, removing the need to procure additional consulting work to upgrade their application(s).



Monroe County's SAP Viewer for managing work orders.

Since implementing the SAP Viewer, the County has received positive feedback from their field staff, who have noted considerable improvements over the old system. Many departments have expressed interest in accessing the SAP Viewer, including the Department of Transportation, who plan to use the tool to create work orders for their street signs and other transportation-related assets.

“It’s exciting to see the increased interest in the tools we’ve built with Geocortex. We plan on making them available to more and more departments in the future, and expand our toolset,” Scott explains.

One tool the County is currently working on would allow them to display open work orders as features on the map for greater visibility into outstanding work. The County also makes use of Automatic Vehicle Location (AVL) hardware in their maintenance vehicles, which uses the *ArcGIS GeoEvent Server* to track the locations of maintenance vehicles in real-time.



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