



Customer

Charter Township of Waterford, Mich.

Integrations

Cityworks
Esri GIS

Departments

Enterprise-wide

Case Study | Government | Charter Township of Waterford

Putting documents on the map for mobile access and faster service

The Challenge

The Charter Township of Waterford – the third largest township in the state of Michigan – has always been forward-thinking with its enterprise content management (ECM) initiatives. Since 1997, the Township has been moving from paper to electronic documents, using OnBase by Hyland for centralized access, streamlined processing and easier integration with other applications. Now, it is working to meet evolving departmental needs by expanding mobile capabilities and leveraging OnBase even further throughout the enterprise.

The Solution

Waterford Township has come a long way since first implementing OnBase in 1997, when it began uploading and indexing documents. By making content available in electronic format, Township leaders looked ahead to using OnBase functionality in connecting enterprise-wide processes and eliminating duplicate work by centralizing spatial and non-spatial data. They anticipated the potential for future applications that would let them leverage cross-departmental access to all data directly from geographic information system (GIS) platform Esri and Cityworks maps.

“That’s what really allowed us to take advantage of the new mobile tools,” said Frank Fisher, engineering superintendent and GIS manager. “We put all that information into OnBase knowing that one day the goal would be to retrieve it through the GIS.”

OnBase makes it easier for users to access documents and maps in the field and in the office from laptops and smartphones. If an event occurs after hours – maybe a pipe bursts at 2 a.m. – standby personnel don’t have to head to the office to check building plans before fixing the problem. They can access a map of the site and all related documentation on their smartphone immediately.

“The Cityworks interface in OnBase makes it more lightweight and easier to deploy. It’s a focused, fine-tuned application for giving users what they need quickly and efficiently.”

– Frank Fisher, engineering superintendent and GIS manager

“With OnBase, we’re answering questions quickly for constituents and providing a higher level of service by having documentation immediately available.”

– Frank Fisher, engineering superintendent and GIS manager

Content that would otherwise be scattered across multiple departments in different formats is available in one place.

“It provides us with quick access to documents within one user interface,” said Fisher. “For example, someone in Water Distribution can click on a location on a map and pull up engineering plans, tapping permits or water and sewer permits all within the GIS-Cityworks-OnBase interface.”

The Difference

Keeps departments connected: The entire Township – from the Department of Public Works and Building & Engineering to Police, Fire and Parks & Recreation – easily share critical information like permits, certificates of occupancy, building plans and much more.

Elevates service levels: “We’ve been able to set the bar high for our service level. People come into our offices and, using the address, we can pull up documents and maps relating to that piece of property and answer questions right then and there,” said Fisher.

Sets up the enterprise for greater mobility and flexibility: The Township’s IT department is focusing on making OnBase available to workers who want to use it more, and expanding Cityworks mobility to tablets.

“We’re integrating parts of OnBase throughout the whole organization,” said Fisher. “All the tools come together to make it useful for all departments.”

Learn more at OnBase.com/Government »