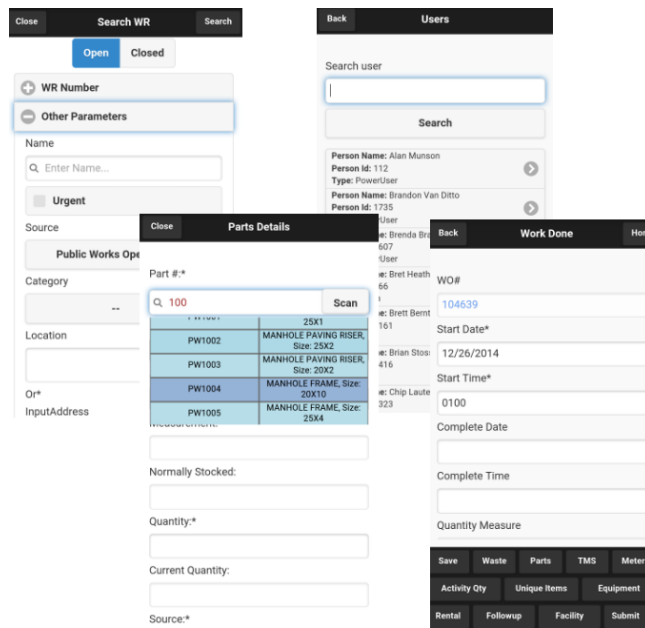


## Case Study: City of Issaquah, WA, USA

### Public Works Operations



We are contracted on a multi-year multi-phase strategic enterprise IT systems development and integration project involving strategic planning, Commercial-Off-The-Shelf (COTS) software identification/ recommendations, and asset management implementations. In the first phase, an inventory of existing IT systems, business processes, inter-departmental integration issues, efficiencies, and deficiencies were documented. Multiple online and in-person surveys/interviews and workshops were conducted to gather data and build consensus. Key stakeholders within each City department were further personally interviewed in terms of their GIS and IT systems and integration needs, business process improvement requirements, and data needs. A comprehensive assessment was conducted based on gathered information and through an involved and interactive process. Benchmark analysis and Solutions Options analysis were also performed to identify appropriate COTS or custom software solutions for the City. Enterprise IT and GIS were strategically planned to serve as the business intelligence backbone. All specialized software and systems in each department including Development Services, Engineering, Public Works, Finance, Parks, Natural Resource and Sustainability, Police, HR, Sustainability, Physical Security, including Cameras, Communications, Mayor's Office, etc., were evaluated for enhancements or replacements. All these software were planned to leverage the common enterprise IT architecture for integration and communication. Multiple COTS software and systems were evaluated for various departments' and divisions' needs. Programmatic recommendations and multi-year implementation plan were developed as part of strategic planning. In the second phase, we developed multiple web applications for Finance department, Mayor's office City Clerk's office, Public Works Department, and integrated with the City's hosted website and other web functions. In the

third phase, we were selected to roll out and deploy our Aktivov Asset Management System for the Public Works Department that will work on desktop and mobile devices and integrate with other business systems used by the City. Our asset management mobile app will manage work orders, work requests, property and asset management, inventory, time cards, dashboards, KPIs, reports etc. The mobile app was rolled out on ruggedized smartphones and tablets.

The City operates on a Microsoft and ESRI GIS environment, and our asset management product is implemented on the City's infrastructure integrated with GIS. In the fourth phase, we integrated with various other business applications e.g. Financial System (EDEN), Agenda Center, Mobile Time Track. We will be integrating asset management with Enterprise Content Management (ECM) system in near future. In each case, multiple web services (including .NET web services) were developed and deployed on a Service Oriented Architecture (SOA). Time and costs by employee, vendor and rental information, and all other work order related information can be sent to the financial system for payroll and payout purposes. Various other business systems can be accessed for monitoring and reporting. Our mobile app supports cross platform needs including BYOD (Bring Your Own Device) policy across Android, iOS and Microsoft mobile platform and hardware. Project reference will be provided on request.



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### Product Highlights

- **Aktivov Modules:**
  - Work Request
  - Work Order
  - User Management
  - Time Card
  - Reports
  - Dashboard
  - Inventory
  - Inspections
- Mobile app architecture based leveraging mobile OS & hardware
- Authenticated Role based Access to modules and functions
- Subscribe as SaaS or install on your infrastructure
- ESRI or Open Source GIS
- Android, iOS, Windows platform support
- Connected and Disconnected modes of operation
- Modular Pricing – pay for features you use