

# LAS VEGAS, NV • CASE STUDY

a mobile workforce solution from MobileHWY



- Encompasses 132 square miles
- Population increase of 20% in last 5 yrs
- Est. 3,000 new residents every month
- Over 1,500 inspections performed daily across multiple departments

*“The City of Las Vegas will now be able to provide higher levels of service to its residents and businesses, while controlling costs and meeting the growing demand placed upon field and office personnel.”*

- Pat Dues, Project Officer,  
City of Las Vegas, NV

## SITUATION

The City of Las Vegas is one of the fastest growing cities in the United States with a population that has increased over 20 percent in the last five years. With more than 3,000 people moving to the area each month, new construction is at an all time high.

The City of Las Vegas performs upwards of 1,500 inspections per day with a staff of over 135 field inspectors between the Code Enforcement, Fire and Rescue, Public Works, Building & Safety and other Inspection Departments. Faced with rapid community growth and an increasing workload, city officials began looking for ways to not only meet these demands head-on, but also to prepare for future growth. “We are committed to our residents and the businesses within our community. Our number one priority is to provide them with the highest level of customer service,” states Pat Dues, Enterprise Program Manager for the City of Las Vegas.

Under the direction of Pat Dues, the City of Las Vegas had already moved from a data model that was completely separate by department to an enterprise wide data solution with integrated software solutions. Now that there was a technical foundation for information with a common, integrated architecture, city officials needed to find a mobile solution that would eliminate paper-based processes and increase field personnel productivity. “We needed to find a way to keep our staff in the field performing inspections and other duties rather than in the office bogged down with administrative tasks. The more time we could devote out in the field each day would have a direct impact on our productivity and our customer service,” states Pat Dues.

## CHALLENGE

The City of Las Vegas was searching for an enterprise mobile solution that would serve a minimum of six different departments from a single, easy to support, client/server installation. There were some similarities across the departments such as the data elements needed in the field. However, the challenge was that these departments each had its own set of business rules and workflows, and saw no reason why their inspectors needed to have visibility into what other departments or users were doing on a daily basis. This not only applied to what their inspectors were doing in the field but also how supervisory personnel were managing the operations back in the office. As a result, the City of Las Vegas project stakeholders were very concerned that their needs to balance a simple deployment and maintainable version of a field application would be very difficult, if not impossible, to meet the level of complexity inherent to supporting different department’s workflows and procedures.

“We recognized that the work of the inspector was similar across department lines, but the types of inspections being completed had some uniqueness in terms of how the inspection got resulted,” states Diane Santiago Cornier, Enterprise Project Manager for the City of Las Vegas. “To get the biggest bang out of the solution, we knew we had to get these departments talking with one another and discovering where commonality was and how to maximize that.”

# LAS VEGAS, NV • CASE STUDY

a mobile workforce solution from MobileHWY



- Up to 135 inspectors slated to use XPlore® Tablet PCs
- Seamless integration with the City's permit tracking software
- Multiple Workflow Templates
- Multi-departmental implementation (Building & Safety, Fire Prevention, Code Enforcement, Business Licensing, Traffic, and Testing)
- Real-time access & store-and-forward capabilities
- All-in-one mobile solution

Mobile INSPECTOR™, is available for Windows XP, Tablet XP, and Black-Berry. MobileHWY's .Net-based middleware provides interoperability to any open backoffice permitting & inspection system, including Hansen®, Sungard® HTE, Accela®, Perconti, Posse, and more.

Contact MobileHWY at:

MobileHWY  
809 West Hill Street Suite C  
Charlotte, North Carolina 28208

800.590.7277

[www.mobilehwy.com](http://www.mobilehwy.com)

## SOLUTION

With a strong customer service focus, the city searched for ways to improve their current workflow processes specifically aiming to provide more accurate information to their customers faster, eliminate redundant processes, address the challenges for the multiple department deployment on a single install, and maximize the productivity of their staff.

After trying other mobile workforce solutions, the city met with MobileHWY's team and chose their mobile solution, Mobile INSPECTOR™ to implement and deploy. What the city found from MobileHWY was a solution that could easily be configured toward the daily activities and workflow of the inspectors out in the field. Project Managers from MobileHWY spent several days riding alongside inspectors in the field as they went through their day. "Our ride-alongs enabled us to get a first hand look at the daily activities of the inspectors and gain a better understanding of their workflow. This helped identify the critical areas in which our application could greatly improve their inspection process," states Lisa Slonim, Vice President of Operations for MobileHWY. After understanding each of the department's workflow, MobileHWY configured the Enterprise Edition of Mobile INSPECTOR™ to meet their unique needs under a single user interface.

## RESULT

After completing application configuration, testing, and training, city inspectors began utilizing the Enterprise Edition of Mobile INSPECTOR™, which provides seamless integration directly into the city's current permit tracking system. Mobile INSPECTOR™ provides field employees easy access to their itineraries and work as well as the ability to submit inspection results in real-time on-site, or utilize store and forward technology in areas of limited wireless coverage. End users are supplied with a Tablet PC and wireless cards from which to run the application in the field and perform field duties. Office personnel utilize the web based management console which allows them to balance work loads, manage users, and to manage user and group features.

In addition, using the Enterprise Edition of Mobile Inspector allows the City of Las Vegas to address their needs regarding a single deployment while still allowing for the departments to adhere to their specific business rules. From the easy to use web based management console, administrators are able to configure specific features and functions based upon departmental rules and workflows. Users can also be easily assigned to groups, which allows for an electronic division amongst the user base to prevent cross-departmental issues.

The end result of this deployment is that field employees are able to spend more time in the field and office personnel will spend less time on redundant data entry and paper-based processes. "The City of Las Vegas now provides higher levels of service to its residents and businesses, while controlling costs and meeting the growing demand placed upon field and office personnel," states Pat Dues.

