

Named one of America's "Crown Communities" in 2011 for its excellence in city governance during times of economic duress, the City of Chandler prides itself on its ability to grow in the face of adversity. This "can-do" approach was evident this year when its Public Works department embarked on an enormous integration effort, integrating six varied applications and their respective data.

Senior Systems Analyst Ginger Chabot knew an effort of this scale could be challenging. Here's what she has to say:



City of Chandler, Arizona

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The struggle of digging through multiple files and databases was all too real for us. All assets are integrated and overlapping, so software should be too. Lucity is best of breed, but plays well with others...we really like that. We had so many platforms to integrate, so that was really a benefit to Lucity.

Our grand plan also addressed the need for a more effective service request system - a way to make sure we're responding to our citizen requests in a timely, professional way.

One of Lucity's business partners, crowdsourcing firm PublicStuff, had a perfect solution for us. Through PublicStuff's mobile and web request technology, customer service requests can be entered through a citizen's mobile device. A work request is automatically created in Lucity's Citizen Portal. That same person who generated the request can track it, and even be notified once the issue has been resolved. That transparency is key to keeping citizens happy, and it shows our commitment to them.

“When the Lucity dashboard was introduced, production went through the roof. Users no longer have to wait in line to submit work orders or get parts from the warehouse. It has improved productivity and has saved the agency a lot of time...and money!”

-Ginger

We also needed to look at improving our billing system. Information was entered manually in the previous system, and errors were way too common. Now information flows back and forth between Lucity and billing. Users can select a dropdown list of pre-populated information instead of manually entering a serial # to find an account or work order, so those errors are kept to a minimum. We've also got plans to replace our Hansen utility billing system with the Advanced CIS system, and we're confident it will be a smooth integration as well.

Our users are pleased with the Lucity dashboard and its Work Order module. Our favorite thing about Work Orders is how easy and stable it is. We introduced it to every department and it works for everyone; from the print shop to

meter exchanges and repairs, to citizen requests.

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Through necessity, the City has also developed several tools to use the Lucity software in ways we never would have expected, including License Compliance and Printing Requests. They continue to push our team to deliver stellar solutions and feed us enhancement ideas.

Since joining the Lucity family in 2008, the City of Chandler has become one of Lucity's best sources for development and design insight. Ginger Chabot sits on the Lucity Client Advisory Board, and her daily use of the Lucity applications makes her an invaluable asset to the Lucity team.