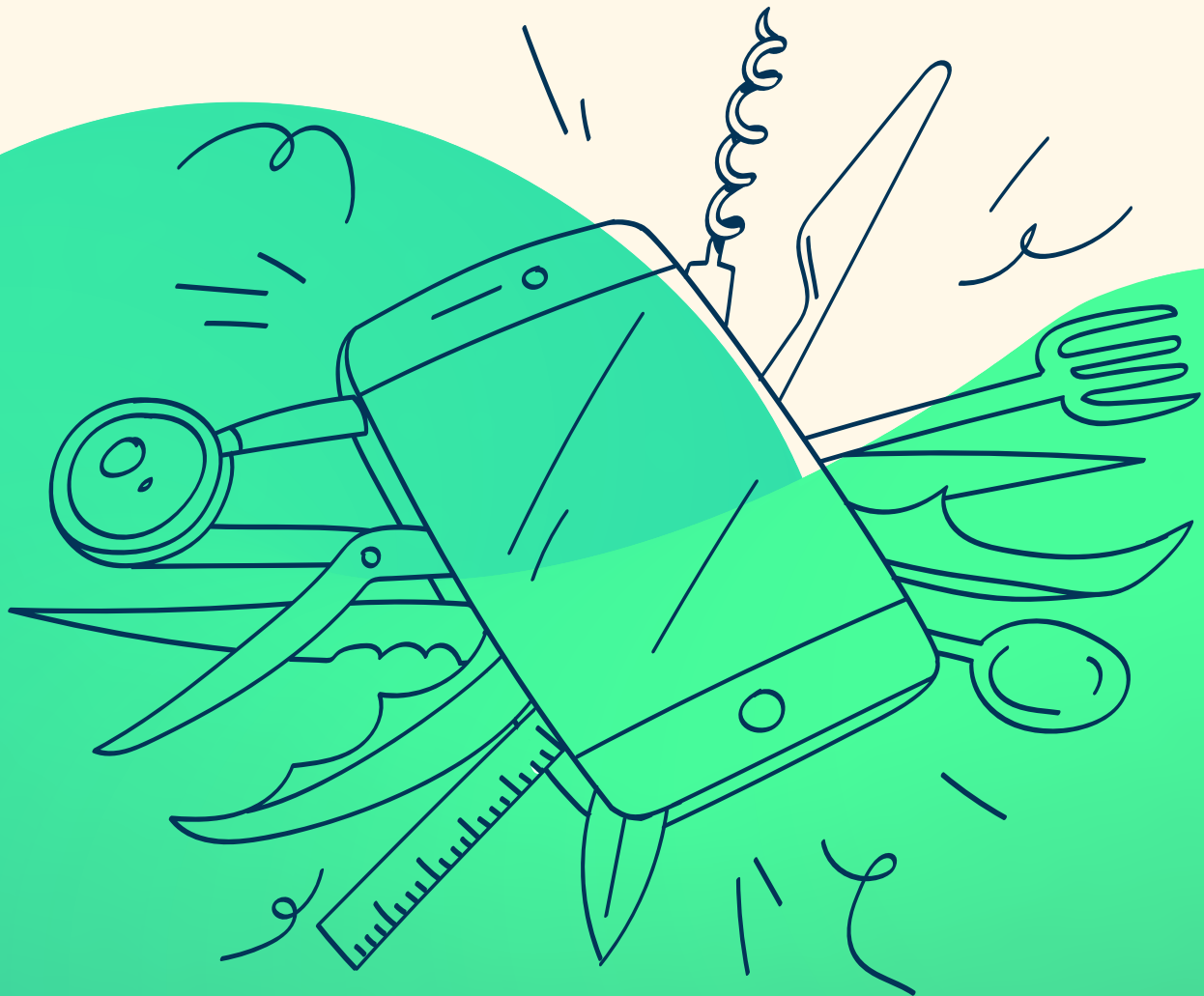


5 Ways a Mobile Platform Can Change How You Work

A guide to demonstrating your value through efficient record keeping



As of 2018, **77 percent** of Americans own a smartphone of some kind, and that number is only increasing. That means the majority of the country benefits from mobile software on a regular basis, whether they realize it or not. Mobile technology has transformed the way we live, from the mundane to the miraculous. Having a mobile operating system that allows you to connect to the internet and run software applications easily from just about anywhere has quickly impacted the way we operate.

Mobile technology is what allows us to check our email while on a plane, browse product reviews while in the store and change our thermostat miles from home. For many of us, it's become an almost essential tool in our personal lives – providing significant convenience and a wealth of information right at our fingertips.

So why is it that many government organizations have yet to embrace mobile technology to transform their work day?

Mobile systems could save these organizations time, money and headache while drastically increasing efficiency and ease. However, a large number of government agencies still rely on paper documents and spreadsheets to manage their work. In a role in which time, customer service and attention to detail are vital, it not only makes sense for government organizations to start working mobile – it's becoming increasingly necessary for the sake of meeting operational standards.

Paper documentation can get lost or ruined. Spreadsheets can be deleted and require manual upkeep. Neither of these approaches to operations management provide government organizations with the level of convenience and security they require, and that's just the beginning.

Curious how mobile technology could improve the way your organization functions? Here are five ways a mobile platform can change how you work.



1. Increased productivity

If there's one thing you want your organization to be it's productive. Work orders need to be completed in a timely manner, and your team can't afford to lag behind when your community is at stake. How can mobile technology help? First and foremost, it allows you to work from anywhere via a smartphone, tablet or laptop, offering new opportunities for productivity and growth.

In [Gov on the Go](#), it's stated that "A productivity gap has emerged between the public and private sectors – one widened by government's inability to dynamically absorb and capitalize on new technologies like we've seen in the private sector. Mobile technology, a very powerful productivity booster, offers the public sector a chance to hit the reset button. It can not only improve internal communications and access to information within public agencies, but also enable the government to fully redesign service delivery by leveraging the power of citizens as co-creators...Our analysis shows that if mobile adoption rates in government were to double to 70 percent, additional value generated (in terms of government output) could exceed \$50 billion annually."

For government roles that require addressing work in the field, mobility is a game changer. No more back and forth to the office to see what work is up next or upload information about the work you just performed. Being able to do your work on the go instead of being tied to the office is an enormous time saver. Without mobile technology, technicians and other personnel have to come into the office to receive work orders, then drive to the location, then return to the office to finish out the work order and receive the next.

But with a mobile platform, staff can travel with their phone or tablet and receive their work orders wherever they are, right on the spot. When a new, high priority work order comes in, management can assign it in real time to the staff member in closest proximity. Once the work is completed, staff can use their device to upload documentation, close out the work order and upload any relevant photos of the work performed at the site.

Not only does this add convenience and measurable time savings to your day, it increases accuracy. Being able to access and record information on-site means less is lost in translation, or lost in general. Having your organization's work order platform in your hands on the job often enables you to be more prepared and confident in the field and capture more detailed, location-specific records. With this increased level of efficiency, your team can feel more empowered to do their best work and make progress at helping your community while working less reactively.

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Without our mobile solution, our team would be back to missing work orders with guys driving 10 miles just to get a piece of paper.

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Josh Hawley

Water & Grounds Superintendent for
Cordry-Sweetwater Conservancy District

2. Historical data

A concerning problem many organizations today face is being able to prove their work. You know the work happens, but can you quickly pull up a record of it? Do you have detailed reporting on the who, what, where, when and why? Can you rely on this information when it comes time to make the case for more budget dollars, justify a new hire or give a presentation to stakeholders?

When historical data is needed, going through the file cabinet or hunting through those paper stacks in your office is not the answer. Neither is searching through your computer files for the right piece of information. Not only are these approaches inefficient, they're not reliable or secure. We don't like to admit it, but computers crash, fires and floods happen, and important documents can be lost or stolen. It's easy to think these scenarios won't happen to your department until it does, taking years of records with it. How can your department demonstrate its value with nothing to point to, or if your records have gaps or are cumbersome to access when needed?

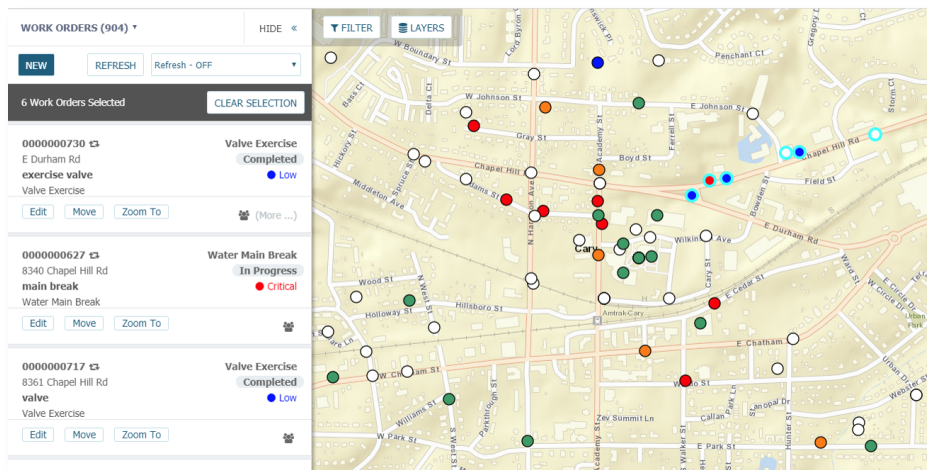
Mobile technology not only provides a quick and easy way to pull up your historical data from anywhere, it enhances your data thanks to GIS-mapping capabilities. With a mobile platform that supports GIS (geographic information system) mapping technology, you can

capture detailed asset histories tied to their locations. This information is invaluable to have when it comes to monitoring the wellbeing of your community, but it's especially helpful for business continuity.

When a team member leaves your organization, they take their years of knowledge and experience with them. Just ask [Camrosa Water District](#): With multiple employees nearing retirement and no real way to keep documentation all in one place for everyone to see, knowledge retention was becoming a concern. Without thorough historical data, new team members often don't have all the information to set them up for success when working in the field. Mobile technology can eliminate this pain point while storing your data in a secure, cloud-based platform so it's readily accessible and can never be lost.



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Having a real-time platform with mobile capabilities tells you where and when tasks are done throughout the day.

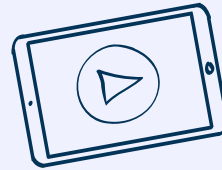
3. Enhanced community service

If there's any question as to whether equipping your team with mobile technology is worth it, this reason alone should seal the deal. Governments exist to serve their communities and improve the lives of their citizens. If your organization is underdelivering, taking excessive time to address citizen requests or has lackluster communication with the community members who depend on you, you're going to hear about it. The phone will start ringing. The messages will come in. The complaints will be filed. All things you and your citizens want less of – because you're on the same team in ensuring your community runs as safely and efficiently as it should.

So how does mobile technology help here?

- **Quicker response times.** Being able to work from anywhere and keep things moving means [less down time and more work orders taken care of](#). Not only is this important day to day, but it's vital during times of crisis or natural disaster.
- **Proof of work completed.** This is how reasons one and two build on one another, providing your team with evidence of what your department has completed or is currently working on. The more that's been done and properly captured, the more information you have to relay to your citizens when the phone starts ringing, or when you need to defend your department against complaints.
- **Credibility.** Your organization, in a sense, answers to many people in many ways. A mobile platform empowers you to provide reporting on exactly how much your team accomplishes so there's never a question of departments or individuals carrying their weight. This is especially important in situations involving liability.

With mobile technology, you can maximize effectiveness, productivity and accuracy while minimizing paperwork, risk and liability. It's a tool that allows your operations team to be effective and show the impact of their work, enabling a better quality of service for your citizens.



Webinar

Watch our on-demand webinar for additional mobile usage examples

[Watch here](#)

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Our completion rates have improved from about 55 percent to 80 percent. No more paper work orders getting lost, and technicians can't tell me they didn't receive a request because they know I can see what's going on daily.

”

Rod Lowe

Maintenance Manager at Hutchinson Correctional Facility

4. Trust compliance and safety

If you hadn't realized this before, the assets and equipment your department is responsible for monitoring and maintaining are in the field – not in your office. They drive your roads every day. They take their kids to your parks to play on community equipment. They drink water you're supposed to keep clean. They work in offices where they trust building codes are met. You touch aspects of your citizens' lives regularly, and when things are going as they should, your job can feel thankless.

But when something goes wrong, all eyes are on you.

An aging road is causing accidents and traffic jams. A child broke her arm on faulty playground equipment. A tree that should have been removed last summer has now fallen on a power line and wiped out a neighborhood's electricity. When your team isn't performing efficiently, getting reminders about preventive maintenance and maintaining proper records, things that can seem relatively small or not urgent in the moment can quickly become a big problem that you're responsible for. And if the issue is serious enough, you could run into big, media-provoking liability issues no government wants.

Mobility provides more up-to-date, location-specific records that can easily be accessed from anywhere to ensure no ball gets dropped – and those records will be there for you if a compliance situation happens and puts your department under scrutiny.

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The increase in accountability by being able to track progress on inspections and work being done for those on playgrounds is twenty-fold. It really helps limit our liability and to me, that's worth a million dollars.

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TJ Imberger

Parks Superintendent, Spalding County

5. Budgeting benefits

The investment in mobile technology is one that pays for itself, for a few reasons. Some of the most valuable budget benefits of having a mobile platform include:

- **No more server maintenance.** With an on-premise platform, you're likely using technology that requires a server to store your work and puts more demand on your IT staff. Not only can servers crash or be compromised, they also require maintenance. Yes, the tool that's supposed to help you be more efficient at maintenance requires its own tedious maintenance. That maintenance can be both time-consuming and costly. With mobile technology, however, you're working with a cloud-based system. It's more secure and reliable, and best of all for your budget, it doesn't require a bit of maintenance.
- **Less gas, less money.** It may sound like a small expense at first, but all that gas your team is wasting by driving back and forth to the office adds up. You may be surprised to learn how much you can save daily using a mobile platform that eliminates unnecessary driving. Take it from the City of Asheboro, NC who reduced costs by 68 percent due to saving fuel, vehicle maintenance and labor hours.
- **More preventive and predictive maintenance.** Because of the level of detail a mobile platform can bring to your reporting capabilities, you're able to work less reactively and move into a more preventive or even predictive approach. Why? Because you're more on top of your operations. Your work is more streamlined, and with better information in hand, you're able to make more impactful decisions that benefit both your operations and your budget. When you're working reactively without efficient reporting, there's a good chance you have gaps in your big picture.

Say there's a piece of equipment or infrastructure in your community that multiple technicians have been sent to work on in the last year. A mobile platform that allows you to tie work history to assets on a map gives you a quick, insightful view into your community's pain spots – the assets that are eating up your budget – so you can make more educated spending decisions based on the patterns you're seeing. You can see exactly what work has been done and by what technician so you can try new solutions to fix similar problems, or propose replacement.

→ **Data-driven capital forecasting.** Here's another way more precise record-keeping in the field can facilitate more data-driven decision-making at the office. When you're leveraging mobile technology, you're better able to get clear on what work is getting done, what work needs more attention and the resources it will take to do it properly. With that data knowledge, you'll be able to level the spikes in your budget, prevent financial surprises, justify requests for resources and have precise projections for tomorrow, next month and years into the future.

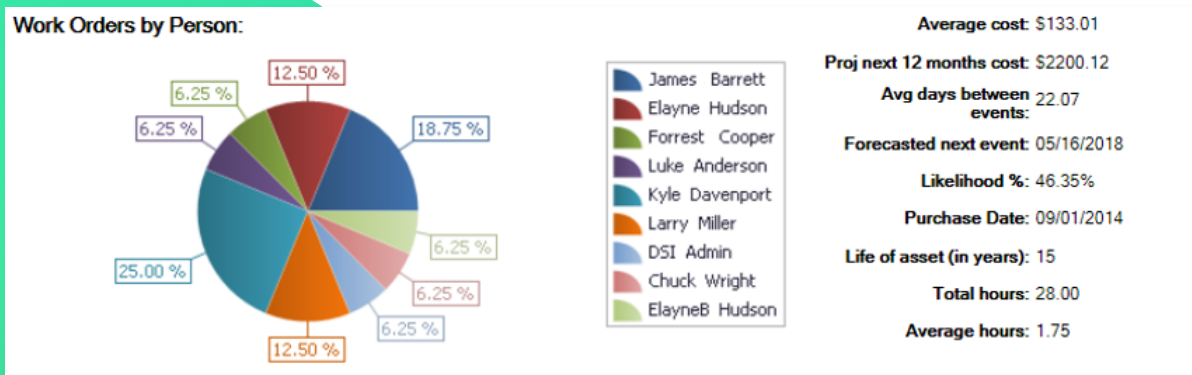
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We were doing 10-year budgeting using Excel spreadsheets. We wanted to have something more specific rather than just guessing. We now have a list of all of the equipment and facilities. So you can just go in and pull projected costs by year, or for 10 years. For budgeting purposes, you now have realistic costs of what you're going to need.

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Robert Hardie

Facilities Manager for City of Concord, CA



The right software can help you operate more thoroughly, giving you a more accurate sense of who is doing what, and forecast replacements and repairs proactively based on historical averages.

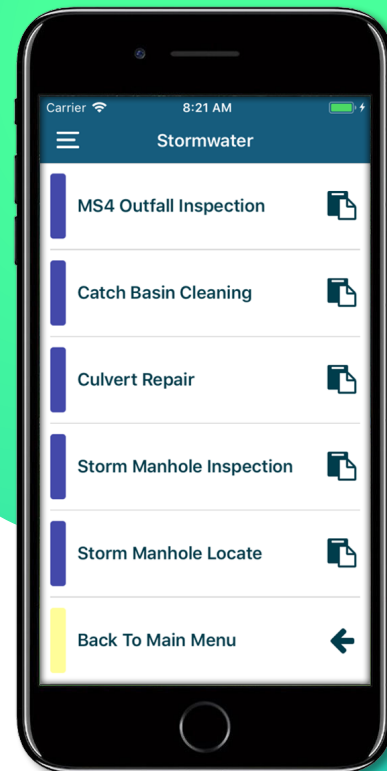
On-premise is over

To put it simply, your operations are too important to be using a system that doesn't work where you do. If you're still tied to your office or are relying on crammed file cabinets or clunky server-based systems, you're losing the efficiency necessary to serve your community the way it deserves. The benefits of mobile technology are many, but being able to be more productive and engaged with your community while increasing compliance and making stronger, more data-driven decisions are outcomes no government organization can say it doesn't need.

If you or your department has put off making the switch to mobile technology because it seems like too big of a commitment, think of the years – even decades – of benefits your government and your citizens can reap from this single change. And if you're worried your team isn't tech savvy enough to handle it, don't forget that you and your workers likely carry a pretty complex mobile device around with you every day, and that learning to use a mobile platform really isn't much different than learning to use your smartphone.

Today more than ever, governments are called to raise the level of service without compromising time or money, and mobile technology is a huge stepping stone in achieving those goals. It's important to note that using mobile tools isn't an add-on; it's a strategy, a new – and better – way to work. With tools like Brightly CMMS, government organizations can work smarter, not harder, to manage and improve their operations from a single, mobile-capable command center. The right mobile platform has the power to change how your department works every day, helping you demonstrate your team's value, make contributions to your community you can be proud of and do your best work – wherever your work takes you.

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About Brightly Software

Brightly, the global leader in intelligent asset management solutions, enables organizations to transform the performance of their assets. Brightly's sophisticated cloud-based platform leverages more than 20 years of data to deliver predictive insights that help users through the key phases of the entire asset lifecycle. More than 12,000 clients of every size worldwide depend on Brightly's complete suite of intuitive software – including CMMS, EAM, Strategic Asset Management, IoT Remote Monitoring, Sustainability and Community Engagement. Paired with award-winning training, support and consulting services, Brightly helps light the way to a bright future with smarter assets and sustainable communities. For more information, visit brightlysoftware.com

