



CASE STUDY : Fingal County Council

OBJECTIVES

- Eliminate paper
- Improve admin efficiency

WHY GEOPAL

- Increased field worker efficiency
- 10-1 return on investment
- Reduction in departmental costs

RESULTS

- 15% productivity gain for inspectors
- 55% improvement in administrative efficiency
- 15% reduction in fuel cost for field workers no longer delivering forms
- 85% drop in paper printing costs associated with the activities

The 15% improvement in field staff efficiency combined with the almost total removal of paper forms from the field means we are being held up as the standard for excellence within the Local Government Authority.

Marese Ryan – IT Department

Fingal County Council Water Services has always prided themselves on offering an excellent service to the members of the public within their District Area. Any reported problem or change to the supply of water for the public has always been acted upon quickly and staff in every department work together to offer a seamless service. As the constituency has grown, the processes used have come under increasing pressure, demanding additional man hours and staff to continue offering the same excellent service.

CHALLENGE

The primary difficulties faced have been the movement of information through the internal departments and the efficient dispatch of staff to review and repair problems with the water supply. In particular, the use of paper forms to notify inspectors, gather inspection detail and activate the repair teams was creating delays in the service as inspectors had to return to the office to drop off and collect fault reports and deliver inspection documents. On top of this the forms all had to be rekeyed into the internal system, a CRM solution called Microsoft Dynamics. Each case took several paper forms and multiple visits to the office by field staff to activate the each step of the process.

SOLUTION

The GeoPal offering provided the answer to all of the challenges at once.

Dispatch efficiency – When a call comes into the office reporting a fault, the details are captured on the CRM and sent automatically to the inspector's Android smartphone via the GeoPal dispatch application. The device notifies the inspector and he can review the information and plan to make the inspection visit during his day based on priority. When the inspection is complete, the data is returned wirelessly and a repair team is dispatched through the GeoPal system to undertake the remedial works without returning to the depot for instruction. The field teams stay in the field where they are needed and the office teams have knowledge of their location and work lists for the day all on one screen. Having this kind of centralized view of the organization has greatly improved efficiency.

SOLUTION

Digital Form Data Capture – The paper form filling and data rekeying had been a drain on resources as all captured data was entered twice and the paper forms had to be stored. The GeoPal solution allows the inspection team to have the appropriate data in their hand and gives them the ability to capture and send much richer data back to the office in real time. These inspectors can now place faults on a map, photograph the problem and even sketch diagrams to be sent back in real time to the management for review. The repair team sent to deal with the problem is also able to capture data and return it immediately then go their next task without need to go back to the office.

Integrated actionable information – The GeoPal solution, in capturing all of the data, is constantly building a clearer picture of the constituency and the work being done in each and every corner of it. On the GeoPal site, the management team is viewing the work information being gathered as it is captured live and reviewing the historic patterns and figures through customizable reporting and heat maps via a series of powerful filters. On top of this, all of the captured data is integrated back into Microsoft Dynamics automatically.

Greater administrative efficiency – With the introduction of the GeoPal Solution, the reinvention of the administrative processes within Fingal CoCo are complete, the office teams no longer need to rekey forms or ensure they are reaching the right people in the right departments. All captured information is connected to the individual case and the right people have the data they need to accomplish their jobs faster and more effectively. The freedom from paper is allowing these teams offer a more efficient service to the public and reduce cost within the department.

The Future

With the GeoPal solution behind them, the officers of the Fingal CoCo can plan for the future with confidence knowing where problems are most likely to occur and how they can deal most effectively with them. The staff are delighted to be free of the paper process and are able to concentrate on what they do best, providing excellent service to the public. In light of the current national focus on cost reduction and greater efficiency within the Public Sector, the clear and demonstrable advantages bestowed by the GeoPal solution allow the Executive team to proudly show how they are taking continuing action with clear benefit.

With GeoPal I know where each of my team are and where they need to be next, and I can see the rich, actionable information coming into the office as it happens allowing me to send the right people at the right time to resolve the problem.

Colin Gallagher – Water Services

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