

CASE STUDY : Wexford County Council

The mission of **Wexford County Council** is to improve the quality of life of the people of Wexford, Ireland by representing the interests of citizens and providing services to meet their needs in a number of key areas.

CHALLENGE

A combination of paper-based and IT solutions were used to capture and process information for surveys, risk assessments, inspections and issue resolution across a number of activities carried out by the Environment, Sewerage and Housing Departments in four county districts. With paper-based surveys and work orders, the delay in receiving paperwork back to the office, and the time needed to collate photos, meant it took significant time to process the information. For legal queries, it sometimes took several days to gather the relevant paperwork and photos required to provide proof of reported issues for dispute resolution. Wexford County Council needed a software solution with strong mobility, scheduling and reporting capabilities to increase the efficiency of their fieldwork, from capturing information to reporting and resolving issues.

SOLUTION

GeoPal is a web and mobile application for creating mobile forms, scheduling and dispatching jobs, and receiving accurate reports from the field in real time. Field teams carry Android smartphones and use the GeoPal mobile app for receiving job details, filling out mobile forms, inspecting assets, and capturing field information, such as: photos, barcode/RFID scans, GPS location, and signatures. All information captured on the mobile app is automatically collated and sent to the GeoPal web management system. Managers use the web management system to locate employees and assets, schedule jobs, configure mobile forms for surveys, or inspections, and review reports. GeoPal seamlessly transfers data into the CRM and ArcGIS databases, enabling Wexford County Council to securely and instantly transfer data and asset information captured in the field to their internal systems for analysis and reporting.

BENEFITS

Saving Administration Time and Costs - paperless data collection for surveys and inspections, ensuring information is accurate, verified at source, and immediately saved with no data re-entry.

Real Time Reporting and Operations Management - real-time reporting and analysis of data captured in the field, supporting critical decision-making, and more efficient operations management.

Continuous Productivity Improvements - all information is time, date and location-stamped, providing verification for monitoring progress or auditing work completed, to enhance service delivery.

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Our administration team had observed a noticeable decrease in turnaround times from when the call comes in from a member of the public to the time when the incident was closed since we began using GeoPal. On investigation of our internal stats we found a 36% decrease in the time taken from receiving a call on an incident to closing it.

Brian O'Shaughnessy – IT Manager