



GOVERNMENT | SOLUTION OVERVIEW

Integration for Cityworks

Put documents on the map so services run smoothly

With maintenance and public asset information stored in multiple systems, it can take a long time to complete service requests, whether you're fixing a stoplight or a broken pipe. Delayed response times cause work orders to pile up and constituent service to suffer.

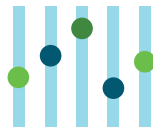
Solutions like Cityworks® and geographic information systems (GIS) can help, but they're only part of the equation. Integrating OnBase by Hyland gives users instant access to the information they need from one location, making public works departments more efficient and improving constituent satisfaction.



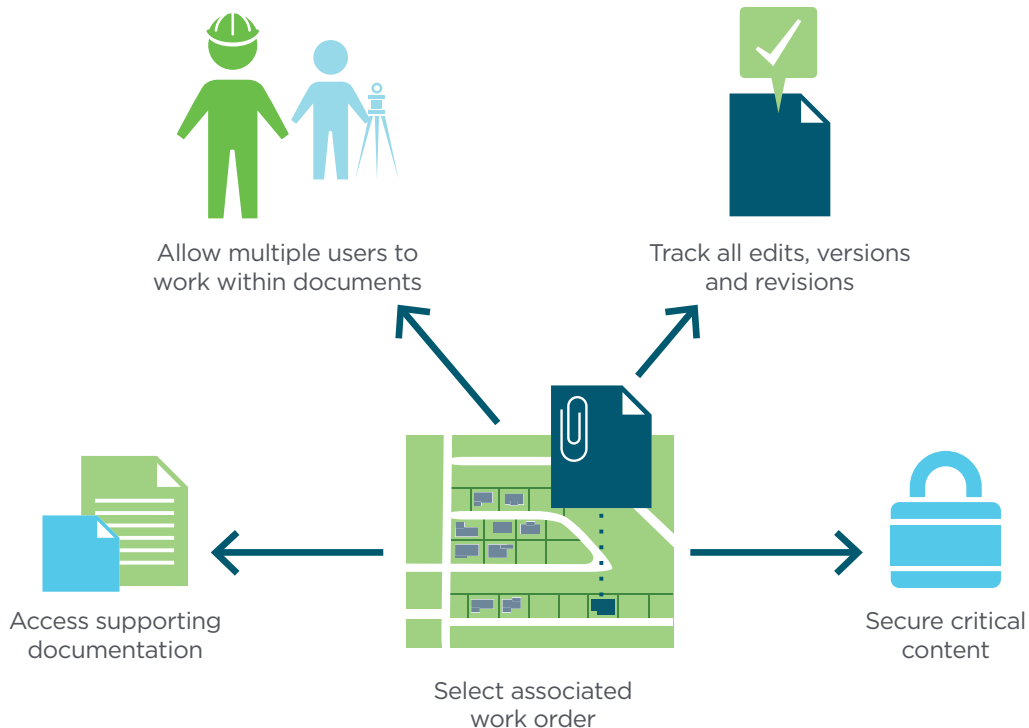
Tracks versions and revisions automatically



Stores critical content in one secure location



Improves response times



By associating work orders with electronic content, public works departments are more responsive and increase constituent satisfaction.

LINKS SYSTEMS AND SIMPLIFIES MAINTENANCE MANAGEMENT

It helps to be armed with a trusted work management solution like Cityworks for organizing service requests.

But governments need other applications to manage geospatial data and supporting documents. GIS keeps track of everything from electrical grids to fire hydrants.

However, some information (purchase orders, photographs, court records, etc.) isn't in a system at all — it's stored in paper files or network folders.

With all these places to go for information, providing the best constituent service is a challenge. With OnBase, your enterprise content management (ECM) solution becomes the critical third component to your Cityworks asset management data and GIS applications. By integrating content into Cityworks that was originally stored on paper, users gain immediate access to needed information. Supporting documents are linked directly to your data and maps. And with web-based access, response times improve immediately whether you're working from the office or the field.

USES DOCUMENT MANAGEMENT TO SPEED SERVICES

By integrating OnBase with Cityworks, all documents and records are stored in one secure location and linked directly to work orders. Instead of digging through multiple files and databases, users speed through processing with access to the supporting documentation they need to work efficiently. Access to documents, maps and work orders is available on a single screen.

Because there's only one place where documents are stored, users have easy access to supporting information. With convenient check-in and check-out capability, users edit documents even when disconnected from the system. OnBase keeps track of versions and revisions easily and consistently. Your organization completes work orders faster to serve constituents sooner.

SPANS THE ORGANIZATION FOR ENTERPRISE-WIDE EFFICIENCY

Integrating OnBase with Cityworks helps organize workloads by linking documents, data and GIS applications so employees work more productively.

By associating work orders with electronic content, public works departments are more responsive and increase constituent satisfaction.

OnBase also connects documents to GIS applications for building and engineering department processes. Then, OnBase can push information to other departments like community planning and development for the next stage of processing. As a result, project timelines shrink and service improves.

With tools like the OnBase Integration for Cityworks, the same ECM solution that supports asset management and public works can also address document management needs throughout your organization. With OnBase, document management capabilities are cost-effective and can be integrated with key applications across the enterprise.

Learn more at [Hyland.com/Government](https://www.hyland.com/Government)



At Versivo, we make it our business to simplify yours by seamlessly connecting people and processes with information and systems.

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