

CASE STUDY

City of Edmonton, Alberta

KEY BENEFITS



Edmonton City Hall

In 1993, the Planning & Development Department for the City of Edmonton, Alberta, Canada, had a significant problem. During an audit of the department, it was discovered that current business processes were insufficient, and needed to be completely reengineered.

Some of the problems uncovered were:

- Over 31 % of inspection visits were unproductive because the inspector could not gain access to the work site or the work was not ready for inspection.
- Management had no ability to confirm the accuracy of inspection records
- Information was either non-existent or incomplete
- Redundant work was being done by various areas of the department
- Inspections were inconsistent, discretionary and not thorough

- Routine permissions took months to process
- Some permits and inspections were difficult to track

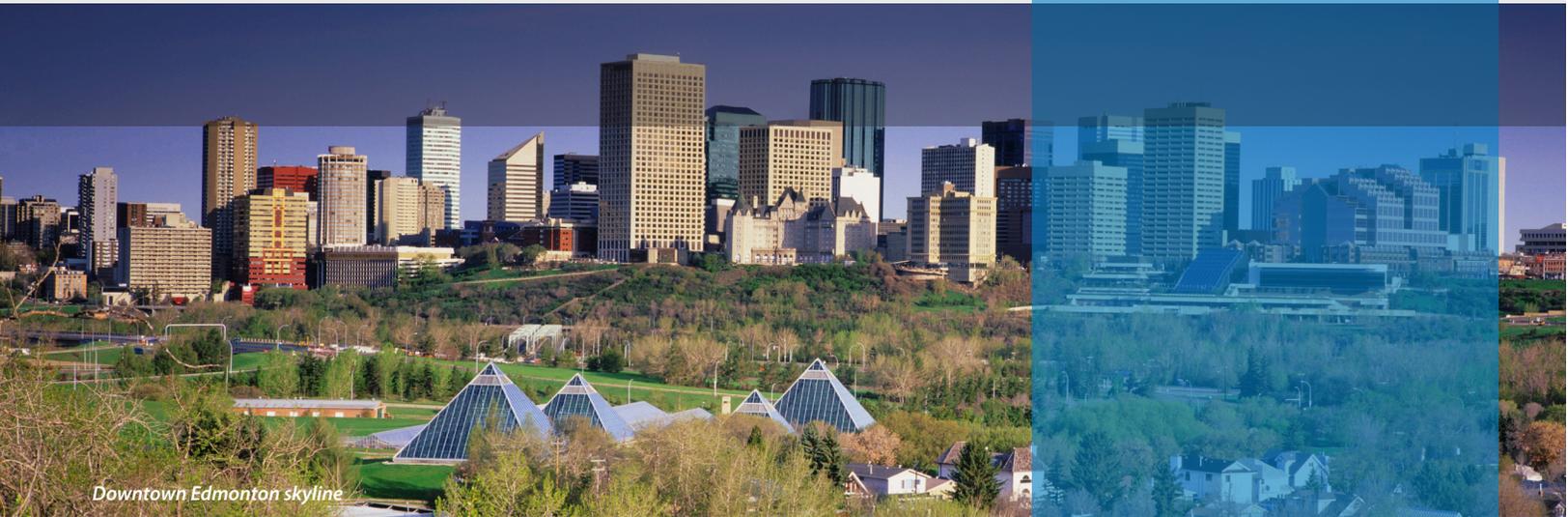
Computronix was hired to implement a solution to these problems, and did so by creating POSSE, a highly flexible and configurable business rules engine. POSSE allows end users to easily configure and adjust data and workflows to meet their unique business needs.

After implementing POSSE, the time it took to issue permits was reduced from days or weeks to minutes or hours. House permits, which formerly took weeks to complete, could be completed in hours, and a garage permit took only 20 minutes. For simple permit applications, permits could be automatically issued by capturing a few details into the system.

Inspectors were able to increase their time in the field by 40%. By confirming that customers are available at the job site and the right inspection had been scheduled, the number of wasted inspections decreased from 31 % to under 3%. Because of these efficiency improvements, the number of inspectors the city required was reduced by 50%.

To-Do lists kept staff on track, and inspectors could enter required information directly into POSSE from the field, rather than recording the inspection results on paper and then

- ✓ Huge time savings and efficiency increases realized by staff
- ✓ Inspectors spend 40% more time in the field
- ✓ Number of wasted inspections reduced from 31% to 3%
- ✓ Reduced number of inspectors needed by 50%
- ✓ The time it took to issue permits was reduced from days or weeks to minutes or hours
- ✓ POSSE supports more than 225 different active workflows, representing a wide variety of case types and business processes
- ✓ Adaptable system allows new workflows to be easily configured



Downtown Edmonton skyline

having them manually entered into the system by a clerk, as they had previously done. As well, staff could respond to customer requests much quicker and easier, because instead of storing information on hard copies spread throughout the organization, it was now all collated in the POSSE system.

It used to take at least half an hour to identify a parcel of land using microfiche; now it took seconds. To produce mailing labels and letters for legal notifications used to take up to 8 hours per application; now it took 5 minutes in POSSE. Complex fee calculations, which used to be hand-calculated, were now calculated automatically. This eliminated lost revenues due to calculation errors.

Performance measures that would take days and even weeks to calculate were now available instantaneously. Management could track revenues daily to compare to their budgets, and created a base of statistics used to define the levels of service to the public. POSSE was also able to adapt to new changes

and improvements suggested by staff, making it easy for business users to modify their own business processes within POSSE.

Because of its ability to streamline and automate workflow, other departments rapidly adopted POSSE. Using POSSE as the foundation for automating processes and replacing other legacy systems saved the City of Edmonton hundreds of thousands of dollars by re-using POSSE code. POSSE now has over 3700 users across all city departments of Edmonton's government for hundreds of different applications, and the city is continually finding new and inventive uses for POSSE.

“The software is configurable and adapts to meet the business requirements. We consistently have a number of projects underway at any given time that are expanding the use of the system to other business areas. We use POSSE as part of our ERP landscape and it is, by far, the best value for the City.”

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