POSSE ®

Client Profile:
City of Edmonton

The City of Edmonton, population of approximately 981,280, is the second largest municipality in the province of Alberta and the 3rd fastest growing population in Canada. Within the City boundaries, developed land is approximately 85% urban. POSSE was installed and originally went live in 1995.

By 2002, POSSE was operating in six main business areas:

- Transportation and Streets
- Planning Services
- Development Compliance
- Emergency Response
- Drainage
- Real Estate

As the City began the migration to the latest version of the web-based client, they have been able to run previous client-server workflows in parallel with newly created or migrated web-based workflows. The

City has made extensive use of the flexible and configurable online public portal - the main public facing intake for the City - by tailoring the citizen experience according to the unique programs offered. Since June 2006, the City's Planning and Development Department has accepted land development applications only electronically via the City's website.

The system evolved over time to become one of the City's "pillar" applications – a designation given to enterprise wide applications used by multiple departments.

Today, the majority of workflows (105) are in the Sustainable Development Department; however, there are a significant number of workflows represented in the departments of: City Manager, Community Services, Corporate Services, Finance and Utilities, Mayor and Council, and Transportation. Every department in the City has a least one configured and active workflow in the system.

The Public Portal supports unlimited users who are welcome to browse, search for information or submit complaints. Of the Public Portal external users; over 4,300 have self-registered a profile and established an account for the purpose of conducting business with the City.

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✓ More than 3,600 named, licensed internal users at the City

✓ POSSE supports more than 250 different active workflows, representing a wide variety of case types and business processes

✓ Every department in the City has at least one configured and active workflow in POSSE

✓ In 2015, the City processed 550,025 workflows -- approximately 1,500 workflows per day

"We've had excellent feedback from internal and external users. Staff productivity gains based on new business processes using POSSE made us an award-winning organization."

Larry Benowski, General Manager - Planning

Pyramids at Muttart Conservatory, City of Edmonton

The POSSE system currently supports over 250 different active workflows representing a wide variety of case types and business processes. In 2015, the City processed 550,025 workflows – approximately 1,500 per day.

A number of interfaces to other systems have been created using batch processing, database links and web services. By interfacing POSSE to their spatial database, property data can be read from the spatial data for permitting activity. POSSE is integrated with the City's GIS system and other "pillar" applications such as SAP and PeopleSoft. While the City's main work order system is through SAP, all work orders for inspections are driven through POSSE which also manages City owned properties inventory (holdings).

Using Computronix training services, the City has become proficient in system administration and POSSE configuration which allows them to leverage in-house

resources as much as possible when only operating funds are available.

The City of Edmonton recognizes that "not a lot of software survives 20 years", proving that the Computronix rolling three-year POSSE Software Product Roadmap and the company's strong commitment to annual corporate investment in Research & Development has kept the underlying POSSE Work Management Framework a viable and strategic long-term asset.

Like other Computronix clients, the City of Edmonton has enjoyed a long in-production life and maximum return on investment from their POSSE purchase by always having an upgrade path available to the latest version.

Working today with POSSE's most current web-based technologies, Edmonton is positioned to react and adjust to ever-changing business and technical demands for many years to come.

"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."

Tim Beauchamp – Enterprise Architect
City of Edmonton

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