

City of Fort Worth, Texas

City of Fort Worth, Texas, Expedites 720,000 Citizen Issues Annually with FrontRange™ IT Service Management

Customer

City of Fort Worth, Texas

Industry

City government

Solution

FrontRange™ IT Service Management

FrontRange Solutions Partner

Alliance Technology

Quick Stats

ITSM users: 125

City households supported: 193,000

Solid Waste Services orders logged

per month: 60,000

Business Benefits Realized with ITSM

- Solid Waste Services processes more than 720,000 requests annually through ITSM.
- External vendor response rates improved, significantly reducing service delivery issues.
- Though the number of households supported has increased, Environmental Management, Solid Waste Services streamlined its staff from 12 reps down to eight.
- Solid Waste Services won in Public Technology Inc.'s Midsized Environment Category for its customer request tracking system.

Perhaps better known for its rich history as a cattle-drive hub, today Fort Worth, Texas has made its mark as a diverse, world-class center for arts, culture and business. As a result, Fort Worth has become one of the fastest-growing areas in recent years.

Fort Worth's progressive city government has kept pace with the rapid expansion – and picked up some awards of its own – with innovative, efficient ways of managing support for residents and employees.

An Award-Winning System

City of Fort Worth, with 28 different departments, is instrumental in enhancing quality of life for the city's approximately 720,000 residents. As a part of the Environmental Management Department, the Solid Waste Services Division provides 193,000 households collection services for garbage, recycling, yard and bulk collection, as well as providing illegal dumping collections citywide, operating three citizen collection stations and running a call center for solid waste operations.

Several years ago, Solid Waste Services brought customer support for service delivery in house to better control customer satisfaction. After a competitive RFP process, Solid Waste Services selected HEAT® Service & Support™ from FrontRange Solutions to serve as the system for managing its work orders, estimated at more than 330,000 per year at the time. In just 30 days, the city implemented HEAT, trained staff and smoothly transitioned support from the external contractor to the city.

Over time, vendor response rates improved, significantly reducing service delivery issues. Though the number of households supported increased, the division streamlined its staff

from twelve reps down to eight. In turn, Solid Waste Services won in Public Technology Inc.'s annual awards for its customer request tracking system.

"We wanted software that would interface easily with our other applications in house, and allow us to adapt it to processes in other departments. ITSM proved to be extremely dynamic."

Kim Mote

Assistant director, Environmental Management Department

Dynamic Service Management

To continue improving service, the department upgraded to FrontRange IT Service Management (ITSM), a flexible, ITIL®-compatible solution.

"We wanted software that would interface easily with our other applications in house, and allow us to adapt it to processes in other departments," said Kim Mote, assistant director, Environmental Management Department. "ITSM proved to be extremely dynamic."

Through the years, from HEAT to ITSM, FrontRange Solutions partner Alliance Technology has been the city's partner in configuring the software to accomplish each new capability on its wish list.

"We rely on Alliance for the more advanced functionality we need such as when we change business processes and require new auto-escalations," said Venita LaGrassa, IT programmer analyst.

A Surprising Service Experience

Today, the number of issues Solid Waste Services manages has more than doubled to 720,000 annually. About 125 city workers and external contractors providing collection services actively log issues in ITSM – from the main office, remote sites and curbside trucks.

With its sophisticated system, Fort Worth sometimes delivers a surprising experience for city residents. If a household overfills its garbage cart or handles recycling materials incorrectly, as trucks make their rounds, workers log those issues in their GPS-enabled phones and take a photo of the offense. They code each issue, such as “trash on ground,” “trash not out, or “recycling cart abuse.”

As customer service representatives indicate a call type, each work order routes to the city or appropriate contractor for action. When the resident calls to inquire about why the trash was left behind, a customer service representative immediately opens that issue in ITSM and sees the descriptive code and photo. That arms the city with the exact details about what happened.

“In five minutes we can reconcile what the contractor told us and what the customer told us, which helps us mitigate most of the concerns customers have,” said Val Familo, senior contract compliance specialist.

For several issues, as residents incur a violation, ITSM is triggered to send them letters – stored in the system as PDF files – educating residents about the problem and how to remedy it. If the resident has contaminated recycling or an overfilled garbage cart three times within a three month period, ITSM automatically sends a work order to remove the recycling cart or remove the existing garbage cart and upsize it to a larger cart.

Detailed information screens or scripts pop up with information guiding customer service reps on how to respond to callers appropriately and consistently for most issues. Solid Waste Services reduces calls to the call center by enabling citizens with Web access to log their own work orders and see the status of orders online.

Strong Vendor Relationships

Solid Waste Services works smoothly with a number of external contractors, all accessing ITSM to submit and view issues. The Code Compliance Department, which ensures city ordinances are followed, has integrated its system, CodeOps, with ITSM for managing work orders back and forth.

With ITSM reporting, Solid Waste Services analyzes vendor response times and shares results with the contractor to improve functions such as driver service standards. The department also identifies areas where it needs to readjust staffing to speed response times.

Additionally, through integration with the Water Department’s billing records, all ITSM users can see whether customers have paid their water bills and redirect citizens to the water department for payments when necessary.

Next, the Transportation and Public Works Department will begin using ITSM as well, demonstrating the solution’s flexibility. “As HEAT has evolved into ITSM for us, we keep thinking of ways to make our process more efficient and effective,” Mote said.

About FrontRange Solutions

FrontRange Solutions develops software and services that growing mid-size firms and distributed enterprises rely on every day to build great customer relationships and deliver high-quality customer service. The company applies a unique combination of innovation and automation with a standards-based approach to simplify core business processes, including: IT service management; customer relationship and sales force management; and PC lifecycle management. More than 150,000 customers use FrontRange offerings to quickly improve their interactions with external and internal clients and achieve better business results. For more information, call 800.776.7889 or visit www.frontrange.com



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