

Customer Profile

Information Builders enables agile information solutions with the WebFOCUS business intelligence (BI) platform and integration technologies from iWay Software.

City of Richardson

Snapshot

Organization

Richardson, Texas, is a suburb of Dallas with more than 100,000 residents and 5,000 businesses.

The Challenge

Extend an already successful BI strategy by making vital data instantly accessible to different types of city workers in the field via their mobile devices.

The Strategy

Build and deploy a variety of mobile reporting and analysis applications, some with advanced mapping capabilities, to support building inspections, emergency services, and other critical functions.

The Results

Increased efficiency, improved resource allocation, and enhanced resident satisfaction through better delivery of services to citizens.

Information Builders Solution

WebFOCUS, Mobile Faves, Active Technologies, and GIS Integration.



City of Richardson Goes Mobile With WebFOCUS

Expanded BI Reaches Employees in the Field to Maintain High Quality of Life for Residents

The City of Richardson spans 28 square miles across the northern suburbs of Dallas. It is home to more than 100,000 residents and more than 5,000 businesses. The city has received many accolades in the last few years for its outstanding quality of life. It was recently ranked the 18th best place to live in the U.S. by *Money* magazine, and *Bloomberg Businessweek* gave it the second-highest rating among the "Best Places to Raise Kids" in the state of Texas.

Much of the city's vitality can be attributed to recent expansions to its light rail system, as well as several large civic projects and a growing worker population. These, however, would not be possible without the city's strategic use of business intelligence (BI). After successfully employing Information Builders' WebFOCUS BI platform several years ago to support such important activities as accounting and

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budgeting, revenue management, human resources, and court docket management, the city decided to expand its reporting and analysis capabilities to reach those employees in the field via their mobile devices.

"Employees within our offices were really benefiting from BI, and the new mobile capabilities inherent in WebFOCUS have made it even easier for us to bring those advantages to our field workers as well," explains Eric Matthews, deputy CIO of Application Development for the City of Richardson.

A variety of robust and intuitive mobile reporting and analysis applications have been deployed and rolled out across the city, from fire and police personnel to city planners and property inspectors. City employees now have immediate access to the complete and timely information they need, whenever they need it, to ensure swift, effective delivery of services to citizens.

"These types of mobile information projects are crucial, and have always been on our wish list," Matthews adds. "WebFOCUS now gives us the technology we need to make it happen."

Bringing Analytics to the Front Lines

Richardson employees are increasingly reliant on their mobile devices to stay connected to city offices while they are in the field. The key to enabling these workers to more effectively perform their jobs is allowing them to tap into the data contained in the city's DB2/400, Microsoft SQL Server, and Lotus Notes sources from their BlackBerrys, on-board computers, or any other web-enabled device.

The City of Richardson also uses WebFOCUS reporting tools on their mobile devices, enabling key personnel to access vital city information even if they are out in the field. Police and fire chiefs can track active 911 calls from their BlackBerrys, and monitor the status of involved patrol cars, fire trucks, and ambulances, by time and unit. Officers, commanders, and other emergency services

personnel can drill down into the details of an incident, and refresh the application to get real-time insight into situations as they unfold. This enables them to respond swiftly, deploying additional resources as appropriate.

The fire department also uses WebFOCUS to track the operational status of fire hydrants, such as those that are out of commission because they are being flushed. The fire hydrant status system replaced a cumbersome and inaccurate manual process with an intuitive digital map linked to a database of fire hydrant information. As a result, firefighters can better protect city structures, because they always know where they can get water when needed.



Police officers can use their iPhones to do inmate queries, as well as view call histories, incident logs, and active 911 calls.

Find Out More

To find out how we can help your company succeed, talk to your local Information Builders representative today. Visit us at **informationbuilders.com**, or in the U.S. and Canada, call **(800) 969-4636**. To improve your skills with our solutions, visit **education.ibi.com**.

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Additionally, city inspectors in the Neighborhood Services group now have access to user-friendly maps that help them enforce inspection consistency. Inspectors can compare their activities against city benchmarks, or evaluate comprehensive inspection data by location or date. Managers can ensure peak performance from each individual inspector by monitoring their activities, and ensuring that they are checking into their assigned areas.

These and other similar maps are made possible through the tight integration WebFOCUS has with geographic information systems (GIS). This functionality came in very handy during a recent drought, when the city had to ration water. A real-time map, showing water consumption across Richardson, helped the city to quickly and precisely pinpoint where ration violations were in progress.

Expanding Mobile BI's Reach

The success of these first mobile reporting solutions has led to the development and deployment of many other mobile BI applications. A resident research application lets city planners and inspectors review property tax records, property ownership, and other information while they are in the field.

The chief of police and officers throughout the city regularly use their mobile devices to retrieve details about people held in city jails. "Officers can use WebFOCUS to drill down into the details of each person's incarceration, and understand the crimes for which they are being held," Matthews says.

The city is also interested in using WebFOCUS Active Technologies and WebFOCUS Mobile Faves to enhance its mobile BI strategy. With an automatically embedded analytics engine, WebFOCUS Active Technologies lets people manipulate information, including sorts, filters, calculations, and other advanced functions, when they are online or disconnected from a network. Mobile Faves automatically detects the user interface characteristics of each portable device, eliminating the development effort that used to be required to tailor BI content to each specific device. The city can use these technologies to re-deploy existing WebFOCUS reports on mobile phones and tablets with little or no modification.

Thanks to the many mobile BI initiatives they now have in place, the city of Richardson is upholding its already stellar standard of living. By making its field employees more productive and effective, and better allocating and using its valuable resources, the city is securing its ability to thrive well into the future. This is not only improving satisfaction among existing citizens, but also attracting new ones who wish to become part of this strong, vibrant community.

"Now that we've seen what mobile BI can do, we know it will play a major role in our city development and revitalization efforts," Matthews concludes. "We will rely on it to sustain neighborhood integrity, enforce codes, and improve environmental standards. It will also help us ensure ongoing growth among our business community. But most importantly, it will help us to serve our citizens."

Worldwide Offices

Corporate Headquarters

Two Penn Plaza
New York, NY 10121-2898
(212) 736-4433
(800) 969-4636

United States

Atlanta, GA* (770) 395-9913
Baltimore, MD (703) 247-5565
Boston, MA* (781) 224-7660
Channels (770) 677-9923
Chicago, IL* (630) 971-6700
Cincinnati, OH* (513) 891-2338
Dallas, TX* (972) 398-4100
Denver, CO* (303) 770-4440
Detroit, MI* (248) 641-8820
Federal Systems, DC* (703) 276-9006
Florham Park, NJ (973) 593-0022
Gulf Area (972) 490-1300
Hartford, CT (781) 272-8600
Houston, TX* (713) 952-4800
Kansas City, MO (816) 471-3320
Los Angeles, CA* (310) 615-0735
Milwaukee, WI (414) 827-4685
Minneapolis, MN* (651) 602-9100
New York, NY* (212) 736-4433
Orlando, FL (407) 804-8000
Philadelphia, PA* (610) 940-0790
Phoenix, AZ (480) 346-1095
Pittsburgh, PA (412) 494-9699
Sacramento, CA (916) 973-9511
San Jose, CA* (408) 453-7600
Seattle, WA (206) 624-9055
St. Louis, MO* (636) 519-1411, ext. 321
Washington DC* (703) 276-9006

International

Australia*
Melbourne 61-3-9631-7900
Sydney 61-2-8223-0600
Austria Raffeißen Informatik Consulting GmbH
Wien 43-1-211-36-3344
Bangladesh
Dhaka 415-505-1329
Brazil InfoBuild Brazil Ltda.
São Paulo 55-11-3285-1050
Canada
Calgary (403) 437-3479
Montreal* (514) 421-1555
Ottawa (613) 233-7647
Toronto* (416) 364-2760
Vancouver (604) 688-2499
China
Beijing 0086-010-5128-9680
Estonia InfoBuild Estonia OÜ (via InfoBuild Oy affiliate)
Tallinn 372-618-1575
Finland InfoBuild Oy
Espoo 358-207-580-840
France*
Puteaux +33 (0)1-49-00-66-00
Germany
Eschborn* 49-6196-775-76-0
Greece Applied Science Ltd.
Athens 30-210-699-8225
Guatemala IDS de Centroamerica
Guatemala City (502) 2412-4212
India* InfoBuild India
Chennai 91-44-42177082
Israel SRL Software Products Ltd.
Petah-Tikva 972-3-7662040
Italy
Milan 39-02-30314-558
Japan KK Ashisuto
Tokyo 81-3-5276-5863
Kuwait InfoBuild Middle East
Safat 965-2-232-2926
Latvia InfoBuild Baltics
Riga 371-67039637
Lebanon InfoBuild Middle East
Beirut 961-4-533162
Lithuania InfoBuild Baltics
Vilnius 370-5-268-3327
Mexico
Mexico City 52-55-5062-0660

Netherlands* Information Builders (Benelux) B.V.
Amstelveen 31 (0)20-4563333

Nigeria InfoBuild Nigeria
Garki-Abuja 234-9-290-2621

Norway InfoBuild Norge AS
Oslo 47-4820-4030

Portugal
Lisboa 351-217-217-400

Qatar InfoBuild Middle East
Doha 974-4-466-6244

Russian Federation InfoBuild CIS
Moscow 7-495-797-20-46
■ Armenia ■ Azerbaijan ■ Belarus ■ Kazakhstan
■ Kyrgyzstan ■ Moldova ■ Tajikistan
■ Turkmenistan ■ Ukraine ■ Uzbekistan

Saudi Arabia InfoBuild Middle East
Riyadh 966-1-479-7623

Singapore Automatic Identification Technology Ltd.
Singapore 65-6286-2922

South Africa
Fujitsu (Pty) Ltd.
Cape Town 27-21-937-6100
Johannesburg 27-11-233-5432
InfoBuild (Pty) Ltd.
Gauteng 27-11-510-0070

South Korea Uvansys
Seoul 82-2-832-0705

Spain
Barcelona 34-93-452-63-85
Bilbao 34-94-452-50-15
Madrid* 34-91-710-22-75

Sweden InfoBuild AB
Solna 46-8-578-772-01

Switzerland
Dietlikon 41-44-839-49-49

Taiwan Galaxy Software Services, Inc.
Taipei (866) 2-2586-7890

Thailand Datapro Computer Systems Co. Ltd.
Bangkok 66(2) 301 2800

United Arab Emirates InfoBuild Middle East
Abu Dhabi 971-2-627-5911
■ Bahrain ■ Egypt ■ Jordan ■ Oman
Dubai 971-4-391-4391

United Kingdom*
Uxbridge Middlesex 0845-658-8484

Venezuela InfoServices Consulting
Caracas 58212-763-1653

* Training facilities are located at these offices.