



## Wake County, North Carolina

### Wake General Services Administration Automates Field Paper and Work Orders

Wake County is the second most populous county in North Carolina encompassing nearly 900 square miles, 12 municipalities, seat of State Government and almost a million people.

Wake County General Services Administration is responsible for the support and maintenance for all non-school buildings, vehicles and county facilities approximating 3.5 million square feet, many of which require 7 day / 24 hour / 365 day support.

### Automating the Paper Process

Using Field2Base Forms and Reports, Wake GSA turned their field paper work orders into electronic work orders while maintaining the “look and feel” with which the users were comfortable. While maintaining look and feel, Wake GSA significantly enhanced the usability of the field work orders with **drop down menus for information entry, automated date insertion, calculations and enhanced handwriting conversion.**

To increase field productivity and accuracy, Wake GSA employed extensive use of drop down menu selection, including the ability to select any Wake Department that then provides another drop down populated with the authorized customers in that department. Field users also have a drop down menu for each location Wake GSA supports that automatically includes the appropriate **Maximo** system identifiers to as many as three levels, automatically creating a new drop down to make a selection if required.

Common service requests are also provided in drop down format both for field user ease and consistency of reporting. For longer or unusual descriptions, Field2Base provided its unique enhanced handwriting recognition input panel making handwriting conversion easy, quick and painless.

Wake GSA also took advantage of Field2Base calculation capability to automate the cost calculation the authorizing user agrees to and captures their signature. Because of Field2Base automated communications, all of the **drop down data** available on the field forms is **automatically updated from Maximo** as personnel, locations and facilities change so all information in the field is real-time current.

## Solving Work Order Processing Delays

Wake County GSA provides a user friendly web based services request process that enables county employees to request services from GSA which in turn creates a Work Order request in their Maximo work order system. **Maximo** creates a printed work order that the GSA trades person uses to perform necessary tasks and secure appropriate signatures and authorization upon completion. Because the field process is paper based, Maximo cannot be “relieved” of completed work orders until the paper work orders are keyed into the system. This causes several days delay in relieving work orders and does not present GSA management with a true, real-time snap shot of work outstanding, completed work and pending work.

## Integrating the Data

As important as improving the field user productivity, accuracy and timeliness is for the field forms, the key issue to Wake County GSA was automating the Work Order creation and relief in Maximo. Wake GSA took advantage of Field2Base **MyData** integration software to accomplish this, allowing field form data to flow directly from the field user into Maximo automatically and for Maximo to automatically update necessary field user information as it changes, eliminating the days and days of processing delays for paper not to mention the elimination of errors.

The **MyData** integration software resides on a Wake GSA server sitting behind the Wake County firewall and security system and “reaches out” to retrieve the necessary form data and then automatically insert that data in the proper Maximo data file location for processing. Now Wake GSA enjoys a seamless, end to end, secure, automated digital process for field paper with enhanced productivity, user acceptance and gives operating management real-time visibility of field processes.

## Future Uses

Wake County GSA, with its breadth of responsibilities, has a variety of paper processes that can now be easily automated utilizing the Field2Base technology such as housekeeping, security, emergency support, vehicle maintenance, facility maintenance and many others. Future enhancements will include greater utilization of the Field2Base **digital photo capture in forms** (with annotation), **GPS** and enforcement of additional business rules by field users.

In addition, the Field2Base **MyData** integration software can be used to insert field created data into any other Wake County system or business application in addition to Maximo, even inserting field form data into several systems simultaneously. For example, Wake GSA wants to use the Maximo Preventative Maintenance module for two major new building projects currently being undertaken so GSA is requiring all commissioning data for then new buildings to be inserted directly into Maximo, as task made far easier with Field2Base.