

Cityworks®

Public Asset Management Local Government Asset Lifecycle

Introductions

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Executive Director of Sales

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About Azteca Systems

Exclusive ESRI Developer Partner Three-time Foundation Partner of the Year ArcGIS Challenge Winner ESRI Partner since 1986 – Platinum Partner In Business Since 1986 software development since 1996 Based in Sandy, Utah **Regional Offices** Dallas, TX West Bend, WI Raleigh, NC St. Joseph, MO Buffalo, NY Denver, CO South Bend, IN

Strong Business Over 500 Licensed Organizations Strong growth since 2000 Privately held Reinvested in R&D Strong business partner program Support Structure Account Manager Assigned Technical Support Rep Professional Services **Business Partners**

500 Orgs. 10,000+ Users

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ALBERTS

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The Birth of an Asset

Development Plans Submitted



City Staff Review and Approve Plans



Permits are Issued

<u>Cityworks</u> Server [~]										
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Assets are Installed, inspected and Life Cycle Begins



Asset Management Begins with Cityworks AMS



What is Cityworks PLL?

1. Permits

- Building
- Zoning
- Engineering
- Health

2. Licenses

- Business Licenses
- Contractor Licenses
- Animal Licenses

3. Land

- Community Development and Planning Activities
- Engineering Construction Processes
- Code Enforcement Case Management

4. Streamlined tasks

- Plan Reviews
- Issuance
- Inspections
- Pre-Construction Meeting
- Public Hearings
- Notice of Violations

5. Fee Processing and Management





What is Cityworks AMS?

1. Customer Service and Call Center

- Recording problems and logging customer calls

2. Service Requests and Inspections

- Manage, dispatch investigations and record findings
- Record labor costs and create work orders as needed

3. Work Order Management

- Job codes and templates
- Preventive and Reactive maintenance
- Cost summaries and history
- See where they are, "live" in GIS

4. Resource and Equipment Management

- Resource and Warehouse Inventory
- Labor, Material, Equipment

5. Reporting and Management

- Extensive query tools
- Data Export tools
- Predefined and Custom reporting



Reactive and Preventative Maintenance

Call Comes in from a Citizen or is Logged from a Sourced Application Like CitySourced or SeeClickFix

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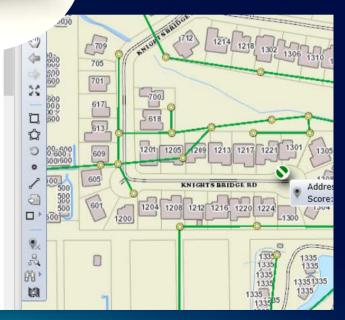
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Cancel

Inspectors Investigate and Approve Work to be Done

Description:	Sewer Odor Complain	nt		APPROVE	
Request Id:	132410	~			
Category:	SEWER	~	Priority:	Medium	
Status:	Open	~			
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Investigation:	Date:				E
Emergency:			WO Needed:		
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Cancel?			Date:		
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Work Orders are Created and if Needed PM Cycles can be Set Up

Cityworks Inbox Recent • New Request • New Work Order • New Inspe	ection 🔹 Asset Search 👻 Manager 👻 PLL Admin 🛛 >> Search 💦 🔛 🔛	
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Location Information		
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Tile Number: District:		
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- Pink rows indicate inventory still under warranty.		
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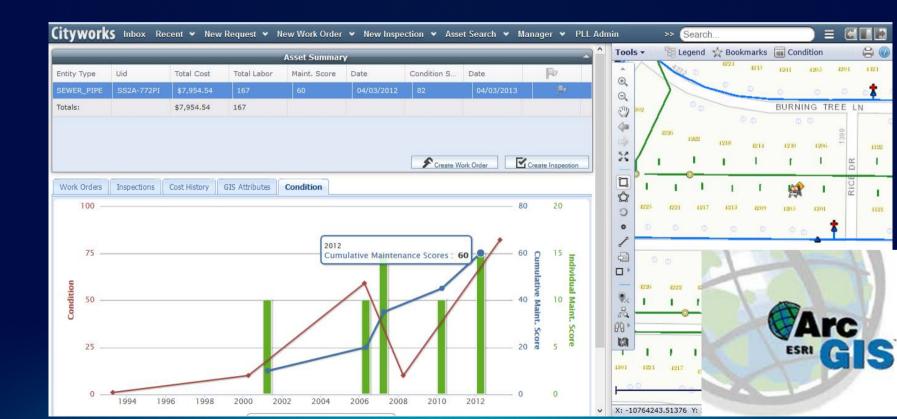
Assets are Repaired and Important Information is Tracked...

Like Who did it?

What did They do? How Much did it Cost?



Asset Management can then be Achieved Through Cityworks Analysis and 3rd Party Tools



Cityworks Asset Analysis

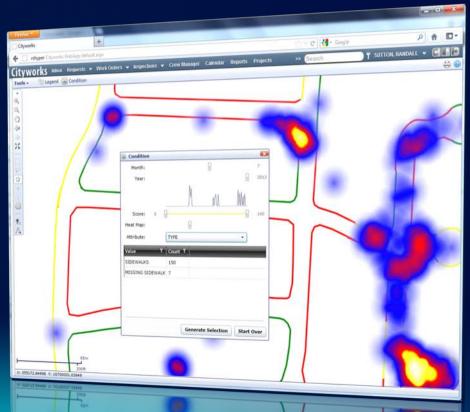
Destructive Testing

Non-destructive Testing

Visual Inspections

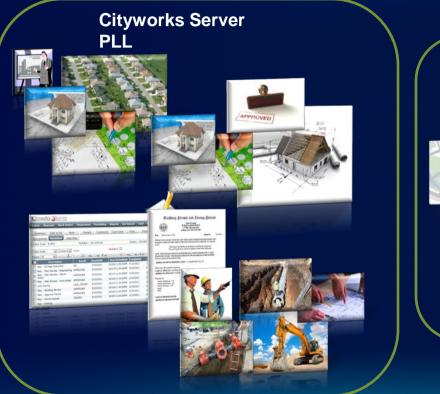
Maintenance History

Condition, Maintenance Score, Costs





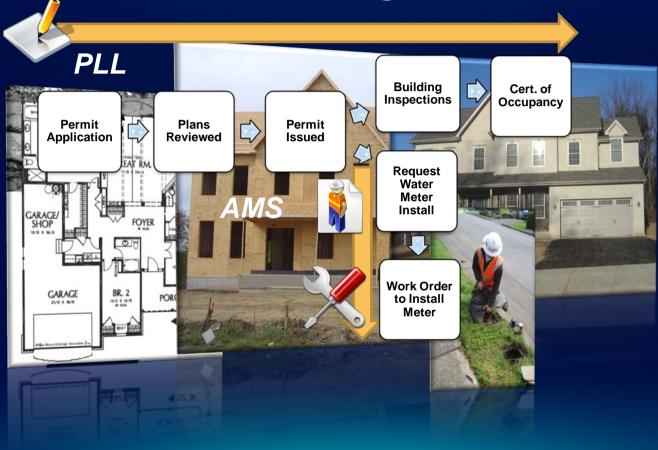
Lifecycle of an Asset



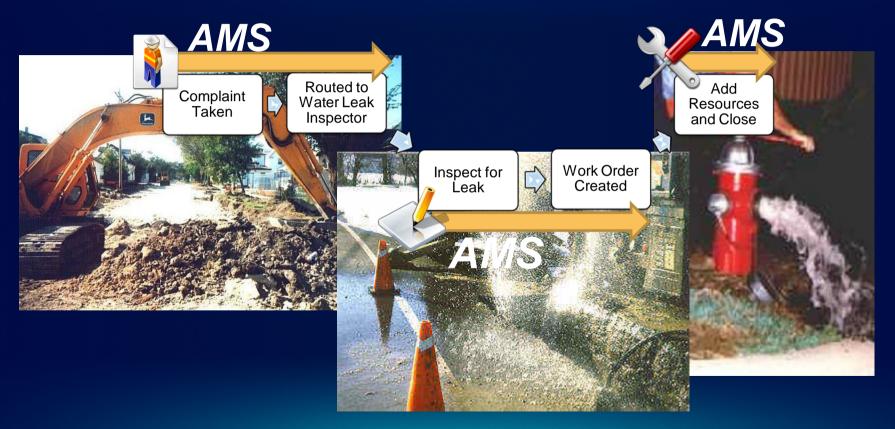
Cityworks Server AMS



Residential Building Permit



Work Management - Water Leak Repair

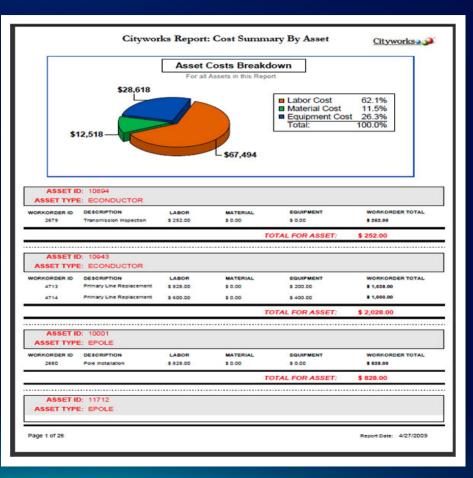


Code Enforcement - Vegetation Overgrowth



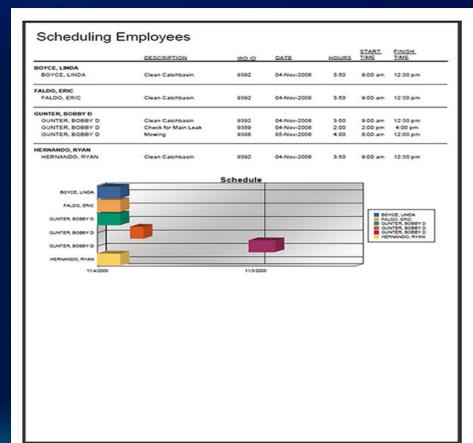
Example Reports

Reports by Asset



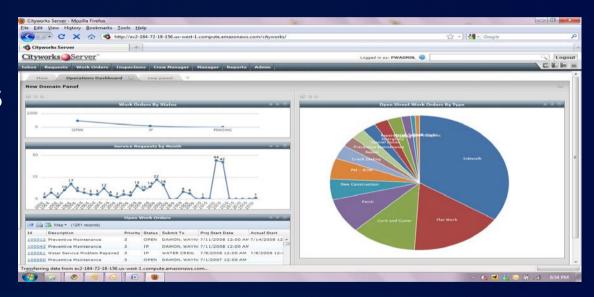
Example Reports

Reports by Employees



Example Reports

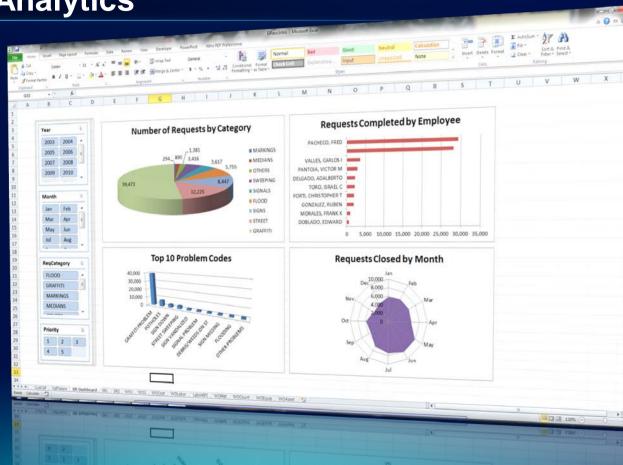
Manager Dashboards

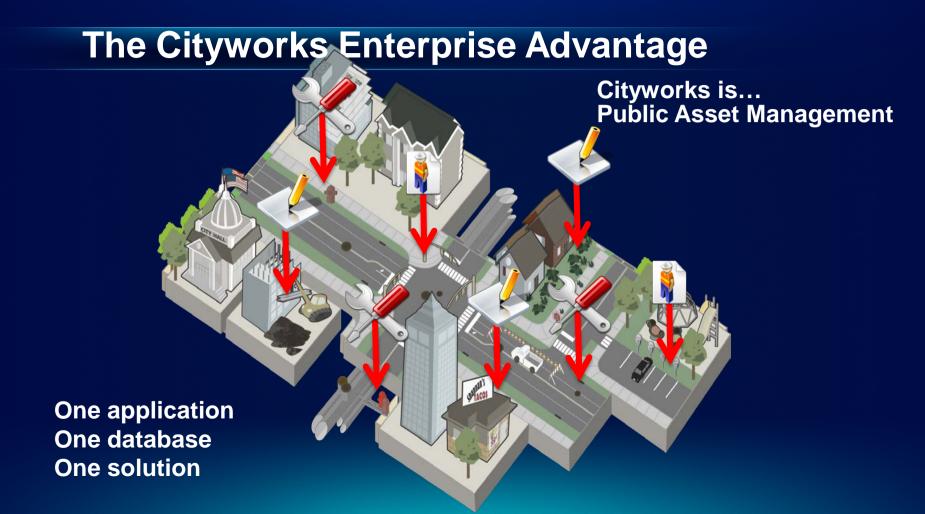


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Cityworks Analytics

Business Intelligence







Brent Wilson

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