

City of Carlsbad, California, Improves Field Crew Efficiencies with OpenGov Work Order Management Software

Field crew productivity in Carlsbad, CA, suffered with paper maps and manual data captures. That changed with OpenGov work order management software.



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31, 2023 /EINPresswire.com/ -- The City of Carlsbad, CA, needed to improve field crew efficiencies, so officials partnered with [OpenGov](#), the leader in municipal asset management software.

Field crews in Carlsbad, located on the Pacific Coast between Los Angeles and San Diego, lacked data and digital maps due to the absence of a GIS integration with the City's 18-year-old legacy software. In addition, the City needed to store paper maps, as-builts, user manuals and more digitally if leaders were to reach a goal of reducing paper by 90% over the next three years. OpenGov [Cartegraph](#) work order management software could tackle both the City's needs with one solution.

Through the OpenGov and GIS integration, field crews will use digital maps to find assets and the location of their assigned tasks. Plus, they will be given the most efficient route to travel from task to task. While in the field, crews can use an app, rather than paper, to log completed work and notes and attach photos, thereby streamlining workflows. With accurate field data, staff can access user-friendly dashboards and maps to track and report on real-time repairs and preventative maintenance. By replacing paperwork with accurate digital data, leaders will be able to make more sound decisions, potentially saving time and money.

The City of Carlsbad joins more than 1,600 public sector organizations leveraging OpenGov to revolutionize work processes with cloud-based software designed specifically for the needs of government.

About OpenGov

OpenGov is the leader in modern cloud software for our nation's cities, counties, and state agencies. With a mission to power more effective and accountable government, OpenGov serves

more than 1,600 agencies across the U.S. and is built exclusively for the unique budgeting, procurement, asset management, and citizen services needs of the public sector. The OpenGov Cloud makes organizations more collaborative and efficient and enables best-in-class communication with stakeholders and community.

Steph Beer, Senior Director of Communications

OpenGov

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