



City of Hartford

“I evaluated most of the mobile software vendors on the market before selecting MobileFrame for their ease of use and high sophistication. I just imported 10,000 records with 25 fields onto my PDA in less than 10 minutes... I am impressed!”

- Brett Flodine, City of Hartford IT Group

INDUSTRY:

Government

PRODUCT:

MobileFrame Business Suite™

APPLICATIONS:

- Field Safety Inspections
- Building Inspections
- Lead Abatement
- Asset Tracking
- Field Work Orders
- Restaurant Inspections
- Code Enforcement
- Swimming Pool Inspections

MOBILE DEVICES:

Any .NET enabled device

- Pocket PC
- Laptop
- Tablet PC



CLIENT

Hartford is the capital of the State of Connecticut. Hartford is home to many of the nation's largest insurance companies, such as Aetna and Travelers, and is known today as the Insurance Capital of the World. The Greater Hartford Area is the largest metro area in Connecticut and 45th in the country with a population of 1,188,841.

BUSINESS ISSUES

The City of Hartford has many mobile personnel who perform field inspections daily for several City departments (Health, Human Services, Lead Abatement, Building Inspection and Code Enforcement to name a few). In the past, City inspectors recorded data collected in the field on paper forms, submitted the completed forms to a central office at the end of each day, and clerical staff manually entered the data into the City's database. This two-step data entry process was both inefficient and error prone. The City needed one platform that would allow them to easily automate all inspection departments using their WLAN infrastructure.

MOBILEFRAME SOLUTION

The City of Hartford conducted a comprehensive study of all mobility products and platforms on the market before selecting MobileFrame's Business Suite™ to automate their WLAN inspection operations. The City of Hartford's Department of Health and Human Services Inspectors use MobileFrame's software to inspect public swimming pools to check for safety equipment, water quality, and facility sanitary conditions. The City is also automating their Lead Abatement, Building Inspections and Code Enforcement Departments as they continue to roll out MobileFrame software city wide.

In addition to allowing City inspectors to spend more time in the field performing inspections, MobileFrame has provided Hartford the following benefits:

1. Increased workforce productivity by reducing excessive paperwork.
2. Increased data accuracy by eliminating redundant data entry.
3. Reduced clerical data entry costs.
4. Automated work scheduling and assignments.
5. Improved operational efficiencies and SLA's throughout the organization.
6. Reduced operational costs.

MobileFrame's solution has allowed the City of Hartford to automate all field inspection operations on a single mobility platform without writing a single line of code. With integrated intelligent WLAN networking, prioritized synchronization, remote software updates, remote device configuration and management, all built-in to one software platform, MobileFrame has significantly streamlined the City's mobile inspection deployment, and administration. Data collected in the field is stored on a handheld device and automatically synchronized to a central office when the WLAN is detected. The City has deployed MobileFrame software on a variety of mobile computers, including Pocket PC PDA's, Tablet PC's and Laptops.