

# MobileFrame Solution Improves Inspection Efficiency for City of San Jose

“The use of cutting edge technology is an effective way to improve our department’s productivity. The City always tries to engage technically innovative solutions to help us achieve better efficiency.”

-Mark Linder, City of San Jose, Assistant City Manager



## CLIENT

The City of San Jose Department of Transportation Infrastructure Maintenance section acquired MobileFrame software to streamline its field data collection process.

## BUSINESS ISSUES

Previously, City inspectors used paper forms and digital cameras to capture field data for their construction and repair inspections of City projects. The inspectors submitted the completed forms to the central office at the end of each day where clerical staff manually entered the data into the City’s Database. In an effort to improve the efficiency of its operations, the City of San Jose sought new technologies to streamline data collection and reporting by its inspectors.

## MOBILEFRAME SOLUTION

The Department of Transportation has derived a number of important benefits from MobileFrame’s software. MobileFrame’s Business Suite™ has eliminated both redundant data entry and data recording errors. This has dramatically reduced clerical costs and allowed City inspectors to spend more time in the field performing inspections. MobileFrame’s software provided the DOT with the following benefits:

- Increased workforce productivity by reducing required paperwork
- Increased data accuracy by eliminating duplicate data entry
- Reduced clerical data entry costs
- Automated work scheduling and assignments
- Easily deployed to other city departments

One of the key benefits of MobileFrame’s software is its ability to create entirely new mobile applications for deployment to different departments on-the-fly using point and click features, without the need for custom programming. In addition to unparalleled ease of use, MobileFrame’s software contains numerous built-in productivity enhancing features including the ability to capture rich data types such as photographs, voice notes, bar code scans, sketches, and signatures. These are embedded in the inspection reports and automatically downloaded into the City’s database. The software has the ability to connect to backend City databases in real-time. MobileFrame’s Smart Architecture™ integrates intelligent networking with a thick client so that City inspectors always have complete workflow available to them whether or not network connectivity is continuously available.

Based on the benefits demonstrated in the Department of Transportation, the City of San Jose is now deploying MobileFrame’s software to other City departments.

## INDUSTRY:

Government

## PRODUCT:

MobileFrame Business Suite™

## APPLICATIONS:

- Field Force Automation
- Mobile Data Collection
- Project Inspections
- Code Enforcement

## MOBILE DEVICES:

Any .NET enabled device

- Pocket PC
- Laptop
- Tablet PC

