



City of Hartford's Mobile Strategy

The Big Picture

Hartford is the capital of the State of Connecticut and is nicknamed the "Insurance Capital of the World", as it hosts many insurance company headquarters and insurance is the region's major industry. The city was founded in 1635 and is among the oldest cities in the United States.

Applications Deployed:

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

Mobile Devices Supported:

- iPhones & iPads
- Panasonic Toughbooks
- Rugged handheld scanners
- Android phones & tablets
- Windows Surface tablets

“ I evaluated most of the mobile application development platforms 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 device in seconds... I am impressed! ”

- Brett Flodine, City of Hartford IT Group

The Business Challenge

As with most cities, the City of Hartford has people from multiple departments out in the field collecting data for work orders, inventory control and inspections. The volume of data collected was vast; the health department alone conducts inspections across the city at places like restaurants, bars, public swimming pools, daycare facilities and commercial buildings. All of these jobs were done on paper and then submitted back to the office at the end of each day. Clerical staff had to manually enter the data into the City's business systems, resulting in high payroll expenses due to the exorbitant number of wasted labor hours.

Desperate to eliminate this error-prone and inefficient process, Hartford began looking for a mobile solution to deploy across all departments including Health & Human Services, Lead Abatement, Code Enforcement and the Building division. They had an endless list of apps to deploy, such as work orders, inspections, inventory tracking, and time keeping.



The MobileFrame Solution

After a thorough evaluation of all options, the City of Hartford selected MobileFrame as their mobility standard. Our “write once, deploy anywhere” approach was key in their selection criteria due to a large variety of handheld devices used in the field. The team wanted to quickly write their own apps as needed, without relying on any programmers. It was also important for the solution to integrate easily into their business systems such as Munis and Energov. Our code-free mobile application development platform proved to be an exact fit, allowing them to quickly design, integrate, deploy and manage sophisticated mobile apps for iOS, Android, and Windows-based operating systems.

By eliminating paperwork, the City’s repairmen and inspectors were able to improve job productivity in the field instead of worrying about administrative work in the office. Data is still collected on a mix of devices, but today it’s synchronized to the business systems with zero manual intervention needed. The City has reduced clerical data entry costs, improved operational efficiencies and eliminated errors in the process. To top it off, leadership is now making better management decisions every day thanks to instant access to real-time data.

A successful mobility project requires more than just apps. MobileFrame provides everything your business needs to ensure your mobility projects run smoothly and drive high returns on investment.

The Bottom-line Results

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



To learn more about the MobileFrame Platform, visit www.MobileFrame.com