

Mobile Solutions Guide

CITY GOVERNMENT, INSPECTIONS

City of Raleigh

**GAMBER-JOHNSON, LLC AND
USAT CORP. CASE STUDY**

City of Raleigh

Headquarters: Raleigh, N.C.

Line of business:

Building inspections

Application: Turn-key mobile office for city building inspectors

Functionality: City inspectors receive their work orders in their vehicle mobile office

Benefits: 15% increased productivity

A City's Inspection Department Increases Productivity with Mobile Innovations

The leadership in the City of Raleigh's Inspection Department recognizes the importance of keeping its appointments on schedule. Yet, as Raleigh, N.C. continues to be a construction hotspot, and the number of inspection requests continues to grow, the level of service that the Inspection Department wishes to hit is more difficult to attain. A committee was formed to examine which technologies could be leveraged to increase the efficiency and productivity of its field force. The committee projected that a 15% increase in productivity could be achieved with a mobile solution incorporating work management software loaded on laptops mounted in its vehicle fleet.

In order to make the project implementation as efficient as possible, a turn-key hardware partner was preferred. USAT Corp. was able to demonstrate expertise in providing an end-to-end hardware solution.

After a competitive bidding process, USAT Corp., a respected mobility systems integrator, was chosen to supply the Gamber-Johnson technology mounting equipment and Panasonic Toughbook computer hardware. Panasonic's Toughbook 51 was chosen because of its durability and large screen size. Gamber-Johnson mounting platforms were



chosen for their qualities of superior security and ergonomics. USAT technicians were contracted to install the mobile technology into the vehicle fleet. USAT is a nationally certified installation provider for Gamber-Johnson.

The Inspections Department is already pleased with the results that it is seeing in the field. "Our inspectors have adapted to the new technology readily and are already putting the new system to work for them. I predict that our increase in productivity will surpass the 15% figure that we had originally targeted," says Jim Tschupp, assistant director of the Inspections Department.

The City of Raleigh also has a bigger return planned for its inspection mobility initiative. It partnered with software developer Sages Networks to produce a purpose-built system for City Inspections. City management plans on making its inspections software commercially available to other city inspection departments nationwide that would like to duplicate the City of Raleigh's successful innovations.



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