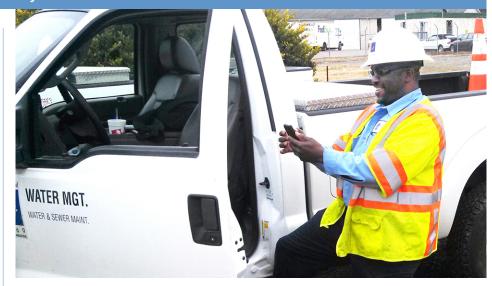## THE PROBLEMS

- Disconnected system left crews in the field with no real-time access to information needed to complete work orders
- Workers needed both a cell phone and a laptop computer, with chargers and service connections for each
- Hours of regular and overtime work were difficult to log

THE GOALS

- Provide real-time data to crews in the field
- Consolidate all field activity recording needs on one convenient device
- Simplify the reporting of work done during regular and overtime hours

THE SOLUTIONS

- Freeance Mobile for Cityworks allows for real-time data, maps and recordkeeping using only smart phones or tablets
- Freeance Mobile makes it easy for workers to accurately account for hours worked

WATER, SAVINGS AND IDEAS FLOW IN DURHAM

"Just using the smartphone and the Freeance app, it has opened their thinking up, looking for different ways to do what we're already doing." – Andy Brogden, Durham Water Collection and Distribution superintendent

DURHAM, N.C. – Freeance Mobile for Cityworks is helping Durham water department field crews take more control of their work and save the city money.

Supervisors used to verify and close every work order. Now the teams can do those things and more themselves, with Freeance Mobile for Cityworks loaded on smart phones and tablets.

"At least from my perspective, it seems to have given the guys a little more freedom, and I think they're appreciating that," said Andy Brogden, Durham's Water Collection and Distribution superintendent.

"Now that they see some of what the smartphone can do, they've had tons of ideas, 'Well, hey, we can do this, and we can do that,' " he said. "Just using the smartphone and the Freeance app, it has opened their thinking up, looking for different ways to do what we're already doing – looking for easier ways."

The water department has been using Cityworks for 11 years. Until November 2013, crews had to carry both a cellphone and a laptop computer or tablet to record their work. They used Data Pump, which is updated daily, not in real-time.

Brogden said Durham upgraded to Cityworks Server last year. He said Freeance Mobile allowed his department to meet its information and mapping needs, while at the same time reducing costs for hardware,

WHAT CAN FREEANCE MOBILE DO FOR YOU?

Freeance Mobile for Cityworks allows live access to work orders, service requests, and inspections, directly from the Cityworks server.

All Cityworks configurations, such as work order templates, storerooms, labor rates, and equipment lists, are all accessed automatically by Freeance Mobile, with no additional configuration.

Freeance Mobile for Cityworks allows for system administrators to simplify workflow in the field by customizing Cityworks forms specifically for each user group.

At the same time, Freeance Mobile for Cityworks allows complete Cityworks workflow, such as tasks; equipment, labor and material (ELM); storeroom inventories; and inspections.

Hear Durham's story first-hand from Andy. Scan the image to the right.

software, and data service.

He said Durham city officials also were demanding better records of overtime worked by Water Collection and Distribution crews.

"I think the Freeance has made it much easier to add time and differentiate between straight time and overtime on the work orders," Brogden said. " And by making it easier, the guys are more inclined to do it.

"So, as of today, we've kind of eased up some of the other documentation that we have had for keeping up with our overtime because the guys have been doing such a great job differentiating it through Cityworks using Freeance."

Brogden said trading laptops for smartphones and tablets required his workers to change the way they worked with computers.

"They were very used to the computer, and not so much in operating a computer, but in following a checklist "I do this, then I do that, then I do that," he said.

"When we went to Freeance with the smartphones, most of the guys were having to learn completely new again. We tried to take the approach of not so much following a checklist… but try to help them to understand how it works overall, so that if they do have a problem, they are able to get around it themselves."

Brogden said training was low-pressure and nearly all one-on-one.

"The biggest thing for the training was to convince the guys to take it home, use it, play with and assure them that if they screwed something up that it wasn't anything that we couldn't fix," he said.

" We just let them know that it was OK to experiment and figure it out."

Durham Public Works GIS Analyst Terri Birth said the workers' familiarity with Cityworks helped in the training.

"We did a training where that said, 'Here's what it looks like in Cityworks;

here's what it looks like in Freeance. You used to go here in Cityworks, now go here in Freeance.' "

Brogden said the work crews like their new software.

"I've heard nothing but good feedback from it," he said. "My guys were a little skittish in the beginning, but I think once they saw how it transferred Cityworks from what they were used to seeing on to the device, it has made it much simpler."

Switching to Freeance Mobile has saved the city money in several ways, Brogden said.

"No 1, the guys have one device to keep up with. They have a cell phone. They no longer have a laptop, a cellphone, this or that or the other," he said. "The hardware costs are much less with a cellphone versus a laptop.''

David Cates, CAD and GIS Administrator for Durham's Public Works Department, said his division joined Water Collection and Distribution with Freeance Mobile when the city upgraded to Cityworks Server in 2013.

"We needed something that we could use turnkey, so to speak, or off the shelf with the new version Cityworks that we were installing," Cates said. "That's how we ended up with Freeance."

Brogden said Freeance Mobile turns phones and tablets into complete technology tools for his crews.

"They're documenting the work in the field up to the point the point where they are reassigning (each work order) back to their supervisors so the supervisors can close it." he said. "In some cases, they're creating work orders start to finish.

"And the mapping — we have a lot of people who use that extensively for facility I.D. They're getting information from the map ports to complete work orders…

"Pretty much anything that is water and sewer in the streets, our guys are doing it on Freeance."