

Webiplex – DocuPeak

Date Published: September 29, 2009



Inglewood California

INFORMATION TECHNOLOGY AND COMMUNICATIONS



City of Inglewood Implements “CitiStat” Project Reporting System Using DocuPeak’s ECM/BPM platform and Hosted IT Services

Organization Need

The City of Inglewood had a need for project reporting system to track high priority projects and initiatives for all Departments. The City selected Webiplex’s *DocuPeak* ECM/BPM application platform to build the software application. The application was configured by consultants from Webiplex and the complete system was designed, configured, tested and implemented in six weeks. The application is known as “*CitiStat*” and provides a browser-based online system for reporting projects and specific task deliverable status on a consistent and timely basis for all Departments.

In addition to needing project status reporting needs, the CitiStat System improved accountability and communications between Department Heads and the City Administrator. The City now has a Citywide “To Do List” with regular updates and reports available in a consistent and timely basis used to conduct monthly status report meetings.

Customer Profile

The City of Inglewood and Webiplex have formed a strategic partnership that is focused on utilization of *DocuPeak* SaaS to develop content management and business process management applications for the City. The *CitiStat* application was the first application but development has continued to create Police Department Subpoena and Contract Administration applications. *DocuPeak* supports multiple applications using a common Web portal front end, which provides a fast ROI and a platform to meet future application needs.

Customer Profile

City of Inglewood

The Information Technology and Communications Department (ITC) support the automation needs of the City. When a new City Administrator was appointed, he wanted to implement a Department Project Reporting Process to define high priority projects and initiatives and monitor status. The process is known as “*CitiStat*”

Staff initially planned to use Excel worksheets and email as the means to gather project information and updates on status. The ITC Department Head Michael Falkow felt this process would become very time consuming and difficult to manage so he explored alternatives.

Objectives

The *CitiStat* project was to define high priority projects and initiatives for each Department. The program was a means to improve communications by Department Heads to the City Administrator and his top Deputies.

Solution

The City ITC Department and consultants from Webiplex used *DocuPeak* to create an application to gather and report the project status information. The application provides an online web form to complete project status reports in a consistent and timely manner. A summary listing of all projects is presented in a dash board view and detailed task schedule details can be viewed and updated.



The City leveraged *DocuPeak* to create the “CitiStat” application:

- Provides a **customized web form** to **capture project information** and status updates
- The City is saving **over 200 hours per month of management time** to update and report status of Department projects and initiatives
- The *DocuPeak* platform is **flexible and adaptable** to meet the needs of the City to have parent-child data collection and reporting
- The use of CitiStat avoided **the use of multiple Excel worksheets** and email attachments as the primary means to communication.
- *CitiStat* was **easy to learn** for the Department Heads and their management staff.

Value

DocuPeak has helped the City of Inglewood to implement a citywide status reporting system. The functionality of *DocuPeak* allows the City to configure the document management and workflow processes in a manner that meets their needs. The City has plans for additional applications using the *DocuPeak* platform Police Subpoena e-delivery, contract administration and IT Department Continuity of Operations Plan. *DocuPeak* provides a flexible application platform to quickly configure paperless automated business processes and improve management oversight.

ROI

The monthly cost of the SaaS *DocuPeak* platform can be amortized over multiple applications. The City of Inglewood selected the SaaS solution and negotiated an Enterprise Wide license agreement. The City IT Department can deploy *DocuPeak* applications to all City employees or outside consultants with no additional cost to add applications or end users. The City is able to budget for the complete system software and technical support on a fixed monthly subscription basis. The initial *CitiStat* application reduced management time to compile and publish monthly status reports more than offset the cost of *DocuPeak*. All future applications add to the benefits and Return on Investment for implementing *DocuPeak*.

“No other web-based platform provides the flexibility I need to create applications that enhance our daily operations as *DocuPeak*. We use *DocuPeak* to enhance multiple business processes citywide and across multiple departments. We started with “*CitiStat*,” for tracking our priority projects for all departments. The system provides a uniform methodology for gathering status updates and keeping management up-to-speed on project issues, milestones, and deliverables. We have plans to use *DocuPeak* for notifying our police officers about subpoenas, monitoring contract and agreement action items, and building our Continuity of Operations Plans.”

Michael D. Falkow
Deputy City Administrator/CIO
City of Inglewood



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