County Improves Emergency Response Time by 30%

Business Overview

John Cocchi and Steve Watson have the daunting responsibility of managing all the communications technology and equipment for the Chester County, Pennsylvania Department of Emergency Services (CCDES) 911 Emergency Center.

They manage the critical instruments that dispatch police, firefighters, and emergency medical services (EMS), and must provide these life-saving services in the most efficient, cost-effective manner possible.

The county owns all the assets including radios, mobile data systems, computers, phones, and other communication systems for fire, police, and EMS. Therefore, everything must be meticulously tracked and kept in working order.

The CCDES receives notice whenever a piece of equipment does not work and needs repair. The county then handles all aspects of getting the equipment repaired or replaced. This entails a complex series of steps including many outside vendors, technicians, contractors, and agencies.

> "Our eyes have been opened and some of the things we dreamed about years ago have been realized. Things they used to say were too difficult, we can now achieve."
>
> – Steve Watson Assistant Deputy Director

Challenges

The first of many issues the CCDES wanted to solve was repair tracking. This and other processes at the department were done manually on paper, then typed into databases at different points in the workflow. People at every point in the process filled out forms to different degrees and then had to send the forms on to several more parties to get them completed. There were often more than five cumbersome steps.

Industry

- 911 Emergency Services

Challenges

- Streamline complex repair processes across multiple offices and departments
- Track and manage a wide range of critical equipment and systems
- Improve repair tracking and auditability
- Manage vendor contracts

Agiloft Solution

- Deployed in a fraction of the time and a quarter the cost of the previous system
- Manages assets and installed parts, vehicles, equipment repairs, radio licenses, and vendor maintenance contracts

Agiloft Benefits

- Response times improved by 30%
- Costs and human errors reduced
- Centralized information and auditability

"There was no continuity and it was difficult to get people to share data," Watson says. For example, a client in need of a repair would have to fill out a form and fax it to CCDES. A staffer at CCDES would type the data from the form into a database record and then create a different form to send to the vendor. The vendor would fill out more data and fax the form back to CCDES, and another staffer at CCDES would have to enter more data onto the form and then enter the data into a database.

There were too many points along the way that were vulnerable to human error. If there was a breakdown in the workflow chain it was difficult to find the root cause or track who had what paperwork on which date.

The Search

The county had already adopted another system before finding Agiloft, but it was limited in functionality and expensive.

They first found Agiloft through positive word-of-mouth from a trusted reseller. The deal was sealed when Agiloft configured the system to specifically address the county's most critical challenges as part of the pre-sales proof-of-concept, then showed how easily it could automate additional processes for the CCDES.

"Whatever you dream, you can do with Agiloft."

— Steve Watson

Agiloft Solution

The implementation took a fraction of the time of the previous competitor and managed far more business processes at a quarter of the cost. Cocchi and Watson were amazed at the ease and effectiveness of the Agiloft solution. It was configurable to every business need without requiring one line of custom code.

As an example of the benefits of, Cocchi notes that billing used to be a cumbersome process involving heavy paperwork that was highly subject to human error and hard to track, retrieve, and audit. With Agiloft's solution, billing became much more rapid, accurate, and efficient. This means a better financial report card for the county. In addition, Agiloft is a greener, more sustainable business solution because it elimintates the need for paper forms. Cocchi and Watson report that the CCDES is accomplishing far more at a faster rate, and with fewer workers. Staff are much happier because Agiloft is easy to use and there is no more boring paperwork. Response times have been cut by 30%, phone calls are reduced by about the same amount, work accuracy is much higher, and auditability is greatly improved. There is also much more flexibility for expansion at the county because Agiloft can address new processes. The system is already being used for

- Routine repair of emergency equipment
- System-wide issue management
- Asset and vehicle tracking
- System maintenance requests by vendors
- Vendor/asset contract management
- Vendor management
- Radio FCC license management

"Our implementer was really wonderful and showed how much more Agiloft can do for us than we initially realized," Cocchi says.

"Our implementer was really wonderful and she showed us how much more we could do with Agiloft."

— John Cocchi/Steve Watson

Benefits

Response times reduced by 30% – Manual processes have been automated and phone calls reduced.

Improved auditability – With centralized information, it is now possible to track exactly who did what and when.

Improved staff satisfaction – Staff are happy to spend less time on paperwork.

Fewer errors – The elimination of manual processes has removed the possibility of human errors.

Improved accuracy – Billing speed and accuracy has increased and earned the department a better financial report card.

Let Us Show You

What Agiloft has done for Chester County, it can also do for you. Let us show you how. In a few hours, we can set up a custom proof of concept featuring your toughest business process.

About Agiloft, Inc.

As the global leader in agile contract lifecycle management (CLM) software, Agiloft is trusted to provide significant savings in purchasing, enable more efficient legal operations, and accelerate sales cycles, all while drastically lowering compliance risk. Agiloft's adaptable no-code platform ensures rapid deployment and a fully extensible system. Using contracts as the core system of commercial record, Agiloft's CLM software leverages AI to improve contract management for legal departments, procurement, and sales operations. Visit www.agiloft.com to learn more.