



## Work orders handled efficiently and quickly with BlackBerry solution

Jerez de la Frontera is a city in the province of Cádiz, located in the Autonomous Community of Andalusia. With a population of over 200,000, it is the biggest city in the province and the fifth largest in Andalusia.

Jerez City Council, with 2,800 employees, is responsible for governing the city of Jerez and its surrounding areas, providing its citizens with a high quality service. The Spanish Socialist Workers Party has been in charge of the council since 2005, with Pilar Sánchez at its head.

The City Council Group is made up of the City Council itself, and a group of companies in which the Water Company, a Theatre or a television station stand out.

### The Challenge

Jerez City Council is made up of a dynamic workforce that spends a lot of time out of the office during the day. Most of the employees, from technical service operatives to top executives, need to spend a lot of time working 'in the field'. As a result, incident management, such as computer system breakdowns or other IT issues, and overall productivity had experienced a slow-down. Work orders, for tasks that varied depending on the day, were issued by phone; once the job was done it had to be registered in the council's management server. Any incidents that arose while completing a task also had to be registered as well as any consent forms issued by executives.

The Council needed to find a viable technical solution that would mobilise the work process. It wanted to optimise efficiency, with the ultimate goal of improving client service, with a solution that would allow data to be entered into servers in the simplest and fastest way possible.

### Benefits

Efficiency – quick reception of work orders

Mobility of work processes

Time and money saved

Full email platform integration

Improved incident management

For executive staff, the time spent out of the office made it difficult to schedule meetings and communicate effectively with colleagues. Therefore the Council also needed a real-time email service that staff could access via their mobile devices in order to stay connected regardless of their location.

## The Solution

Around four years ago Jesytel (Jerez Sistemas y Telecomunicaciones S.A.), a 100% municipally owned company responsible for coordinating and consolidating all operations related to the council's IT systems, deployed the BlackBerry® solution to meet these challenges. Jesús Fé,

Jesytel worked in partnership with ITSoft to develop a Work Order Management application, which would provide the services needed by the council. Within the City Council, the application has been rolled out across the Town Planning, Infrastructure and IT Systems divisions.

All executive level employees and council politicians now use BlackBerry® smartphones to file consent forms and for email services. The application allows them to issue work orders and consent forms on-the-go. Work orders are sent by email to the technical operator closest to the area where the work is to be carried out, who then confirms the completion of the work in the council's server in real-time, instead of waiting to return to the central office to have access to a desktop computer.

Consent forms sent by executive staff are responded to as soon as they are received, and entered in the council's central system through using the BlackBerry solution.

The council opted to deploy BlackBerry smartphones, "Mainly due to their robust nature, long battery life, user-friendly interface and the quantity of applications that they can be used with," says Fé. The council operates a BlackBerry® Enterprise Server and uses Microsoft® Outlook as its email platform.

## The Benefits

Although Jerez City Council has not calculated a financial Return on Investment (ROI) it has experienced improved efficiency and better incident management. According to Fé, "All the council's hopes for the BlackBerry solution have been fulfilled. The communications system has been improved and the incident management has become efficient."

The BlackBerry solution and the Work Order Administration application are saving the council time and money in phone calls, with staff now receiving work orders and incident reports directly to their BlackBerry smartphones.

A further benefit is that consent forms are sent and replied to faster, making the council's operations more efficient and saving managerial staff time.

The council now enjoys a full email platform integration in real-time, Microsoft Outlook in this case, which is useful when planning events or meetings.

[www.blackberry.co.uk/casestudies](http://www.blackberry.co.uk/casestudies)

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Jesús Fé  
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