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Together, software from Mobile311 and Cityworks create Mobile Solution for neighboring NC Cities

Cary, January 2012: Mobility is key to operating at peak efficiency. Companies such as Technologies Edge are integrating software to enable direct communication between field workers and administration, while reducing costs in the process.

The story of neighboring cities Kannapolis and Concord, North Carolina, were recently featured in a Cityworks publication. Both had been using Cityworks for their GIS needs for over ten years, and had recently converted selected field employees to ruggedized laptops in an effort to mobilize them. Each truck was loaded with a laptop, camera, cell phone, and other devices. This experiment was proving to be expensive, with a large learning curve. Technologies Edge, who handles the city's IT services, searched out a solution that would be a better fit for the two communities.

The solution came in the form of Mobile311. Mobile311 is a GIS-based, downloadable App that allows service orders to be created on a mobile device such as a tablet or smartphone. These service orders are then directly inserted into the existing Cityworks system. By arming field employees with inexpensive smart-phones to create and track service requests, each city was able to mobilize their workers at a fraction of the previous cost, with very little training.

Truly, the notion of mobile or field computing is fast becoming less about technology and more about the evolution of the workplace. For Kannapolis and Concord, the workplace is now in the palm of their hands, utilizing the Mobile311 smartphone and tablet App to meet their growing needs.

About Mobile311, LLC

Mobile 311, LLC is known for creating user friendly software and applications with a modern edge. Leading the way in field tracking software and public-facing GIS data, Mobile311 makes flexible, affordable solutions that adapt to your needs.
