Small Process Changes, **Big Impact**

Whether implementing a new system or updating an existing one, Baecore Group has helped many municipalities achieve big benefits through minor adjustments – and we can do the same for you.

Baecore Group™
Public Sector Solutions

BEFORE	AFTER
Paper tracking of 9,800 meters in multiple locations across multiple departments.	**Eliminated 150 hours** (4 weeks) of personnel time annually on paper filing and retrieval by electronically consolidating meter information.
Community Development department created **manual reports** for miscellaneous payments.	**Reduced 130 hours** (3+ weeks) of staff time spent annually on reporting by **eliminating duplicated** reports and information.
Significant time spent by Finance in responding to internal personnel inquiries and vendor inquiries on payment status.	**Eliminated 78 hours** (2 weeks) of personnel time spent annually answering status questions and reduced invoice processing time from three to two days through automated approval process.
Parking permits and permit applicant wait list **tracked manually** in spreadsheets with no historical record information.	**Eliminated 225 hours** (5+ weeks) of personnel time annually managing permit application wait lists and issuance of permit with the implementation of **electronic wait lists and permit processing.**
Time-consuming **paper process** to record personnel actions and duplicate records maintained in departments.	**Eliminated 200 hours** (5 weeks) of personnel time spent each year, as well as duplicated entry of information, with online personnel action requests and automated routing.
Manual process to identify billing for false alarms. Alarm registration managed in Access. **Significant personnel time** spent researching and responding to inquiries.	**Eliminated 520 hours** (13 weeks) of personnel time spent annually on manual, duplicate data entry while improving reporting with the implementation of **electronic work orders** capturing employee time.
Manual process to identify and track billing for **false alarms**. Alarm registration managed with Excel spreadsheets. **Significant personnel time** spent researching and responding to billing inquiries.	**Reduced 271 hours** (6+ weeks) of personnel time with the automation of both tracking false alarm calls and renewal registration of alarm systems.
Word and Excel based system to review and approve **business license applications**. **Occupancy permits** managed via email to move between departments.	**Reduced** the average **customer wait time** by 5 business days **(50%)** for business licenses with the implementation of electronic application, review and approval process. **Eliminated delays between departments** with aging reports and alerts.