



The City of San Jose Saves Millions with BOSS811 One Call Ticket Management

Customer

BOSS811

A cloud based One Call Ticket Management solution for the damage prevention industry

Benefit Summary:

- Improvements to workflow resulting in significant savings in labor cost
- Customized reporting reduced staff hours
- Huge savings due to GEO Location Mapping
- Increased compliance with regulations

Customer Quote:

"BOSS811 it's been an absolute incredible fit. Everybody that's dealt with BOSS has been just floored with how good customer service they have."
Brent Erkel - Construction Manager with the City of San Jose

The City of San Jose is an economic, cultural, and political center of Silicon Valley and the largest city in Northern California. With an estimated 2017 population of 1,035,317, it is the third most populous city in California and the tenth most populous in United States. The City of San Jose joined the one call ticket management center, USA North in 1989 when the underground service alert law became mandatory.

Challenge

The City needed to replace an antiquated 21 year old computer based one call ticket management system with a modern solution that could better manage their ever increasing demand of service from underground marker & locate crews while providing customized management information to track time, funding sources and ensure compliance with regulations.

Solution

The City chose BOSS811 for its one call ticket management and saved millions! BOSS811 helped position the City to be more efficient and in compliance with regulations. The powerful workflow capabilities of BOSS811 and features like auto close resulted in reduced labor costs, increased compliance, a better user experience, and improved morale. The customized reporting reduced staff hours and the implementation of GEO Location mapping instead of printed map books resulted in significant cost savings.



BOSS811 Features

SYSTEM & ROUTING



A Secure Cloud-based solution with a powerful routing engine to speed up ticket handling and review.

TICKET MANAGEMENT



Provides effective control & management of requests coming in from the 811 One Call Centers

FACILITY MAPPING



Integrates with GIS Mapping software to display facility maps that pinpoint underground assets

DASHBOARDS & REPORTS



Comprehensive metrics and reports that provide the necessary information to track performance

MOBILE APPS & SKETCHING



Enables locators to access and update tickets, upload attachments from mobile devices.

SECURITY & NOTIFICATIONS



A notification engine and role based security is provided together with a user friendly configuration interface.

Details:

The City of San Jose is required to provide locate and marking services for many underground facilities including traffic signals, street lighting, communications, recycled water lines, portable water lines, Irrigation, pressurized storm, and sanitary sewers. In 2017 the City processed over 57,000 tickets and projected demand continued to show significant increases. The City was looking to replace its antiquated system with a modern and user friendly solution.

Results:

Following the implementation of BOSS811 the City saved over a Million dollars and benefited significantly due to:

- The process reductions and efficiency Improvements in the workflow for new/re-mark tickets resulted in a saving of 4 minutes per ticket
- The ability to Auto Close no-remark/extension tickets resulted in a saving of 1.25 minutes per ticket
- The ability to standardize on documentation through drop-down menus and toggle boxes combined with the ability to create custom screens to track funding sources, and track time saved significant amount of staff hours
- Implementation of GEO Location mapping instead of using printed systems map books saved significant dollars.
- Other benefits include data reliability, the ability to rebalance and redistribute the work of locate staff, improved morale and increased compliance with regulations.

BOSS811 has been an absolute incredible fit. Everyone at the City that dealt with BOSS has been very impressed with the high level of customer service.



For more information visit:

www.boss-solutions.com