

# Link documents to work orders in Cityworks® for faster repairs, constituent service

*“The next evolutionary step for Government GIS systems is document storage. Nearly everything in public works and community government is tied to geographic locations.”*

– Terry Biederman, Director of Public Works  
Charter Township of Waterford, MI

## The Payoff

- Ends broken links – documents are always available
- Tracks versions and revisions automatically
- Secures critical content easily

---

## The Basics

Even small local governments need to track work orders and manage maintenance of sidewalks, parks, roads and other property. That’s why asset management software – like Azteca Cityworks® – exists. Cityworks does a great job of connecting government data and GIS maps to keep teams current on outstanding work orders.

---

## The Challenges

When it comes to managing documents and content that support work orders and asset management, the Cityworks attachment feature is helpful, but does raise some difficulties. Users are only presented with a list of links to find supporting documents on shared network drives or other common locations.

- Users can’t follow broken links if documents are moved and lose access to that supporting content
- Keeping track of versions and revisions is tedious and confusing when simply presented with a long list of supporting documents
- Documents stored on a shared network drive are difficult – if not impossible – to secure

---

## The Solution

By integrating Cityworks with OnBase, you associate work orders and service requests to related documents and content stored in OnBase. This allows for Cityworks users to move from a GIS map to an associated work order and access all supporting documentation. Users simply click on the attachments tab in Cityworks to retrieve documents from OnBase and archive documents to OnBase.

### ***Documents you need, when you need them***

OnBase ends the frustration of broken links. Because there is only one place to store documents, you guarantee users have access to supporting documents when they need it. OnBase also lets multiple people use the same document at the same time. So, not only does it end the annoyance of broken links, but it also eliminates frustrating document lockouts when another user is already working with the document.

Together, this means your teams no longer waste time tracking down documents when faced with a broken link. And because users can work on documents at the same time, work orders are completed faster and constituents are served sooner.

*Combining enterprise content management (ECM) with GIS greatly improves data access across departments and for citizens.*

### ***Keep track of versions and revisions easily, consistently***

Even the smallest repair or improvement is critical to keeping constituents happy. That's why it's important to make it easy to keep track of changes and updates to the supporting documents. The last thing you want is to make the wrong repair or "fix" the wrong equipment.

OnBase automatically manages document versions and revisions. Users aren't left to wonder which document is the most current – it's the one first presented to them. Should they need to compare older versions, however, that information remains in OnBase, too. Additionally, the system tracks all edits, versions and revisions, so there's never a question of who changed a document.

### ***Increase document security to critical content***

Ask any IT expert – managing and securing shared network drives is a nightmare. So why store important documents and content like work order records. When it comes to security and management, OnBase makes it easy. Users have access only to documents they need to see. This not only keeps your content safe, it also keeps staff focused and on task.

---

### **Why OnBase?**

Pair document management and asset management with GIS technologies to provide a cohesive view of your information. By associating work orders with electronic content, public works departments reduce the number of hours it takes to complete assigned work and increase constituent satisfaction. Users access all documents directly related to GIS data as well as with an integration to the ESRI ArcGIS platform.

- Ends broken links – documents are always available to anyone who needs them
- Tracks versions and revisions automatically and records who made changes and updates
- Secures critical content easily and makes it available only to those who need it

### **time to make a difference.**

Get more information out of existing business applications. Reduce, even eliminate, wasteful, redundant tasks. Now you can spend your time on the things that really matter. That's effective document and process management.

That's the OnBase difference.

Learn more at [Hyland.com/Government](http://Hyland.com/Government)

**OnBase**<sup>®</sup>  
a Hyland Software solution