



## Albany, GA Discovers that Data Management is Key to Efficiency

### The Challenge

Albany, GA is a city of 78,000 residents in Southwestern, GA. Its Code Enforcement department consists of 15 employees and processes nearly 5,000 Code Enforcement cases per year. Like many municipalities, the City of Albany, GA had been trying to do more with less. In June of 2009, they reached a point where their code enforcement problems were standing in the way of providing the services their citizens expected.

The problem was that Albany used an antiquated system to track and analyze code enforcement activity. The more data they added to the system, the more intractable the problem became.

### The Solution

Albany explored multiple options for solving their data management problem, ranging from a paper filing system to an ineffective client-side software solution to manage their enforcement data. In each case, however, the solution failed to address the wide range of Albany's needs.

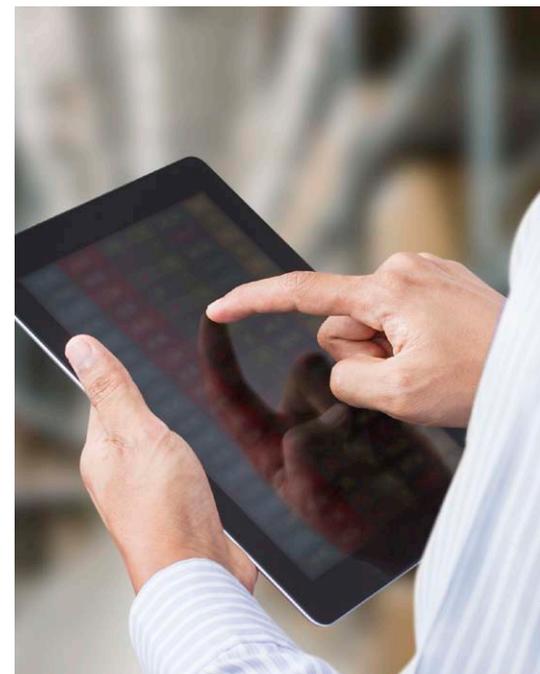
Comcate took the time to thoroughly understand the depth of Albany's reporting needs and was able to develop a solution that captured all of Albany's Code Enforcement Data. By leveraging Comcate's highly configurable interface and its robust reporting features, Albany was able

to capture, track and report on violations, property history, officer activity, case aging and more.

### The Results

"We've been very happy with the quality of service and professionalism Comcate demonstrated," says Mike Tilson, Albany's Chief Code Enforcement Officer. "The system is very easy to use and configure to meet our needs. Data management is now automated. Reporting is simple."

Albany managed nearly 5,000 cases through Comcate's Code Enforcement Manager in 2013. Not only is the agency now able to more efficiently process cases, but they can also provide a higher level of service to citizens and more visibility to city management.



## Testimonial

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