Testimonial

"Comcate eFM software is being used in every department in the City of Henderson. It has greatly improved our efficiency and communications related to providing excellent customer service. The system allows us to match up programs and resources with customers' needs and interests and send information to them through the CRM. When our citizens access Contact Henderson, powered by Comcate eFM, they are tapping into a quality service partnership."

COMCATE
Empowering Communities and Citizens Through Technology

Henderson, NV Cuts Paper Usage and Boosts Productivity with Comcate's Business Licensing Solution

The City of Henderson, NV is home to more than 250,000 residents and, after Las Vegas, is the second largest city in the state. The city has been a longtime client of Comcate's and originally started using it's CRM/311 solution in 2009. It also utilizes Comcate's software to manage programs like Building and Fire Safety, Code Enforcement and Emergency Management.

The Challenge

The Business License Division promotes local businesses within the city of Henderson. It assists applicants in obtaining the proper business licenses and ensures compliance of all businesses with the city's business license ordinances. In 2009, the division found itself overwhelmed by the amount of paper that they had to manage. "The hard files were messy and taking up a lot of space," explains Ken Lowery, Business License Supervisor at The City of Henderson. "Information was not orderly and easily reviewable."

Moreover, Lowery found that he was spending too much time trying to track down licensing information. If he wanted information on a case, he would have to contact the officer to whom it was assigned and ask them to pull paper files, some of which were very hard to find. The division needed a solution that would allow officers to spend more time serving their customers while reducing the amount of time they spent looking up and managing cases.

The Solution

In 2009, the Business Licences Division partnered with Comcate to implement a solution that would streamline their case management and tracking processes. The City of Henderson had already been working with Comcate to manage citizen requests and building safety inspections, so both Comcate and Henderson were enthusiastic about strengthening their partnership through the implementation of a Business Licensing solution. Comcate worked with the division to configure their software so that it matched and automated the division's processes. Comcate's implementation team customized the solution so it could capture, track and report on information like licensing numbers, types and violations. They created notices that would automatically populate with case information so that officers could issue notices in the field, and provided employees with an easy way access case information, photos, citations and other attachments while they were out of the office.

The Results

The Business Licenses Division used Comcate to manage more than 4,000 business licensing cases last year. "Comcate has solved our organizational problems," explains Lowery. "We spend less time digging through hard files, can keep track of businesses and follow business payments more easily." Additionally, Lowery now finds it very easy to see what his officers are doing and can easily pull case information when they're not around. "Officers can spend their time in the field more because cases are organized and manageable" enabling the department to more effectively help businesses within the City of Henderson. "Comcate," concludes Lowery, "is a huge time-saver and easy to use. It is a big part of our day."