



Testimonial

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Case Tags Help Henderson, NV Optimize Agency Work Flow

The Challenge

Henderson, NV is home to over 257,000 residents. It is the second largest city in Nevada (behind Las Vegas) and Forbes magazine ranked it as America's second safest city in 2011. But behind the scenes, Henderson, like many municipalities, was struggling to "do more with less." The City needed to track and manage cases more successfully and efficiently, in order to provide the high level of service necessary for a happy citizenry. Henderson explored multiple options to improve its work flow efficiency. In each case however, the proposed solution failed to address the City's wide range of needs.

The Solution

Comcate took the time to thoroughly understand Henderson's needs and was then able to develop a CRM work flow that empowered city administrators to manage requests efficiently from all the desired channels. "We are definitely eFM Power Users," says Addah Moritz-Smith, Manager of Communication Services. Comcate worked with Addah to develop a more efficient work flow for the City of Henderson using Comcate's configurable solution to leverage Comcate's Case Tag. This process has optimized Henderson's entire work flow by allowing Management to get the information they need at a glance, on one page. The staff was additionally empowered by having the right tools at their fingertips to optimize their work flow.

The Results

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