Modernizing Service Delivery Processes for the City of Reno

CASE STUDY

SERVOS

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City of Reno Key Project Indicators

15,700+

Service requests submitted

30,400+

Field maintenance requests submitted

81.6%

Cases solved before SLA is breached

01
Overview

Servos with the City of Reno

As part of Reno's digital transformation and innovation initiatives, the City of Reno needed to unify their legacy tools and processes under one platform, as well as reduce requests to their call center and improve overall efficiency.

We worked with a pilot team of five departments (city call center, business licensing, parking enforcement, maintenance & operations, and parks & rec) to help Reno consolidate their processes into a single foundational work process, which will be implemented by over 30 departments in the upcoming months.

Their processes ranged from using more traditional methods such as whiteboards, paper, and Excel documents to moving toward an integrated approach using the case management and field service management capabilities in ServiceNow.

Modernizing Reno's service delivery reduces siloes between departments and teams and enables better data management and consistency across the organization. This facilitates a more transparent, seamless, and pleasant service request experience for the constituents of the City of Reno.

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Challenges

"That's the way it's always been done"

We had to help challenge the processes and "why" behind Reno's legacy systems, which can be a difficult thing to accomplish. The departments of the City of Reno were open to feedback, and we established an open dialogue about processes and legacy data with the teams.

Map integration for displaying open requests

One of the City of Reno's requirements was to display an interactive city map beside a service request form, so a constituent could see already open or resolved service requests and reduce the amount of duplicate requests the city's call center received.

Anonymous reporting

Reno also required that constituents be able to submit service requests anonymously, and constituents can submit requests without being logged in.

Balancing user experience with quality data collection

The City of Reno prioritized a simple user experience, and we had to balance that simplified experience with collecting enough information during the submission process to provide enough quality data for the City's staff to effectively resolve their constituents' requests.

Establishing a foundational work process

We had to drill down into the particulars of each process with each department, understand the "why" behind them, and ensure each departments needs were addressed. From there, we had to bring each department on board and get them up-to-speed with these integrated processes.
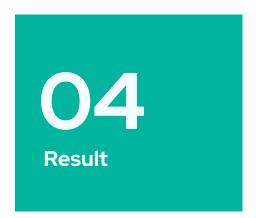
03

Process

Being more than just consultants

The Servos team focused on being more than just a consultant for the City of Reno—we took ownership of discovering the "how" and "why" behind their processes and balanced their business needs with best practices for ServiceNow.

We worked with Reno to challenge their current processes, as well as consulted on how to implement ServiceNow best practices for processes and functionality. Instead of over-engineering the technical solution, we utilized process changes to fit Reno's functionality needs. This way, the Reno 311 Services Portal and its underlying support systems are scalable and sustainable long-term.

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Result

Unified constituent experience

The City of Reno 311 Services Portal complements current city website and offers constituents a transparent and efficient way of finding and using city services, as well as track the progress of their requests.

Reduced duplicate cases and work orders

The 311 Services Portal is configured to encourage self-service as much as possible, from being able to access articles and service request forms, as well as receiving automated guidance from a virtual agent. Beside each service request form, a map displays showing a constituent open cases in that area, as well as their status, so a constituent does not have to report that case.

Increased accessibility for constituents and city employees

The 311 Services Portal is fully mobile-responsive for constituents to access their city's services from their smartphone, and special consideration has been taken to ensure text and interactive elements like buttons and links meet AA accessibility standards.

Agents can now access case details and assign themselves constituent requests via the field services mobile app, so they can review and complete tasks on-the-go for even faster resolution.

Enhanced agent processes via intelligent automation

Constituent requests will auto-assign themselves to certain groups based on the location in which they're submitted. Agents can review and assign tasks and equipment from the mobile app.

SERVOS

info@servos.io | servos.io

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CONTACT

Will Loving
CEO
wloving@servos.io

Matt Miller
Vice President of Solutions
mmiller@servos.io

Sadie Loving
Account Executive
sloving@servos.io