

City of South Bend Reduces IT Costs by \$5,000 a Year With AirWatch-managed Devices

The Mission

City of South Bend, located in the northern part of Indiana, is the fourth largest city in the state. Like other cities around the country, South Bend works on a limited budget to ensure its more than 100,000 residents receive effective and useful public services. With this in mind, the South Bend Office of Innovation continuously strives to find innovative ways to serve the city's residents without breaking the bank.

Motivated by the idea of a mobile workforce, Santiago Garces, chief innovation officer at South Bend, looked to mobile devices to fulfill this goal. The city needed to give employees quick, secure access to email, city maps and record keeping procedures for greater communication in the field. In addition, the city wanted to deploy its own applications to employees to help streamline the delivery of public services to citizens.

With mobility in place, Garces hoped to use devices to support the city's recently created Vacant & Abandoned Properties Initiative. This program focuses on evaluating 1,000 vacant and abandoned homes throughout South Bend for rehabilitation or demolition purposes. Garces wanted mobile devices to streamline the evaluation process by providing building inspectors access to department applications for collecting and updating building information on-site.

The Results

City of South Bend researched many mobility solutions available on the market. After reviewing its top choices, the city chose AirWatch® Enterprise Mobility Management to secure devices and equip government employees with on-the-job resources. The city currently manages more than 50 iPads for its employee base.

Employees use mobile devices managed by AirWatch to access corporate email, calendars and contacts while mobile. In the past, South Bend employees could only use these resources from computers at a government office. This meant they could miss important information about projects they were working on that day, leading to lost time and delayed deadlines. Now,



Solution Overview

- Client: City of South Bend
- Industry: Government
- Geography: North America
- Features: MDM, MAM
- Devices: 50+



city employees have anytime mobile access to email, important schedules and contacts. Employees can even look up city maps and update records from anywhere in the city. This functionality helps generate greater communication and effective public service, two goals Garces wanted to fulfill with mobility.

AirWatch helps the city deliver internally built iOS applications to employees so they can complete their jobs while mobile. Before implementing AirWatch, the South Bend IT department would manually provision new application versions on employee devices, a process that removed employees from the field while the application was installed. Today, the city can push updates over-the-air to employee iPads from the city's main IT headquarters, resulting in significant time savings. "With AirWatch, we've reduced our provisioning time of applications from seven hours to just a few minutes," explained Garces. "This has led us to an estimated cost savings around \$5,000 per year in IT resource time."

The city is also using mobile devices to support its Vacant & Abandoned Properties Initiative. With the goal of addressing 1,000 properties in 1,000 days, the initiative requires accurate record keeping and constant communication between employees. AirWatch-managed iPads enable government inspectors to gather information about properties and send it through a South Bend internal application to the Vacant & Abandoned Properties Task Force, which prepares homes for rehabilitation or demolition. Mobile devices ensure information is readily accessible by all teams involved in the evaluation process. Garces is confident these devices are helping to keep inspectors on track for the 1,000 day deadline: "Mobility has helped our inspectors double their productivity in the field despite a 40 percent reduction in their workforce during the project."

On a larger scale, the city is using mobility to further its Open Data platform for increased local government transparency with South Bend citizens. By creating a digital paper trail of key government initiatives, City of South Bend can more quickly collect feedback from residents about how programs are impacting their communities. South Bend hopes AirWatch-managed mobility can help foster a more informed community around government functions. "The City of South Bend understands mobility as a shift in strategic thinking," said Garces. "It will enable the type of 'digital public square' which invites dialogue and encourages civic engagement."

What's Next

City of South Bend is exploring options to get mobile devices in the hands of the local police force and engineering departments in the city government.

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– Santiago Garces
Chief Innovation Officer,
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