

# SimpliGov Helps California City Save 17,000 Hours a Month in Processing Time

## Citywide Business Processes Run 60% Faster

### CHALLENGE

One of California's largest cities was mired in manual processes. Employees citywide were printing and filling out forms for a wide variety of basic activities, including requesting time off, creating vendor contracts, and retrieving employee personnel files.

As is the case with paper-centric processes, many forms were temporarily misplaced or lost permanently as they moved from desk to desk for review, approvals, and wet signatures.

Fortuitously, the commitment to automate was made just before the COVID-19 pandemic required stay-at-home orders and moved workers to remote offices. With no way to route paper documents at home, documents and tasks began to overload staffers' inboxes quickly.

### SOLUTION

To fulfill its commitment to deliver modernized services, the city selected [SimpliGov](#) for its digital form and workflow platform, and its integrated electronic signature solution, [SimpliSign](#). SimpliGov's no-code architecture and its ability to integrate with existing applications through a SimpliGov API enabled the city to start digitizing processes immediately.

**"It was perfect timing,"** said a project manager at the city. **"We had the technology, skill sets, and buy-in from all levels and departments across the city to make automated workflows a reality. Everyone was primed to try something new."**

Following modern IT methodologies, the city applied a holistic "people-process-technology" approach to its business process modernization. To ensure that it optimized its investment, the city formed a business process automation team of key executives from finance, HR, administration, and a few other departments. The team engages with IT to prioritize which processes have the greatest impact across the organization.

**"We didn't want the onus to be on IT to decide what was most valuable for the rest of the city,"** said the project manager leading the initiative. **"Prioritization of these workflows had to be a group effort."**

The first automated process was a contract workflow with a systematic review cycle and e-signature capability. Contracts start within their respective departments, the city manager's office, and the city clerk. Upon approval from all parties, the contracts are routed to the city attorney, city manager, and external vendors for electronic signatures.

Over the course of the next two years, the city has built an extensive library of workflows that have streamlined almost every part of its business, including:

**Mobile device authorization:** For evaluating and approving requests for mobile devices with time-stamped, accurate data associated with each mobile device.

**Emergency supply reimbursement:** For Federal Emergency Management Agency (FEMA) reimbursement for personal protective equipment (PPE) expenditures (masks, sanitizer, latex gloves).

**Vaccine exemptions:** Two digital forms were used to request exemptions from its COVID-19 vaccine mandate (religious grounds and medical reasons).

**Security access and badge distribution:** A workflow automates new-badge photo appointment bookings with the security office.

**Purchasing card management:** Six (6) forms were consolidated to track and approve smaller expenditures made with city-issued purchasing cards

**Hybrid work applications:** Employees from any department can submit requests to work from home on specific days of the week.

**Income verification:** Residents can electronically submit income information to qualify for special water utility-related programs.

**City property use:** The public can submit form-based proposals for usage of city property (sidewalks, parking lots, parks, and plazas) for community service use (e.g., outdoor seating, public fitness classes, and other activities).

**Water leak reporting:** A multi-language form allows citizens to report leaks around the clock for rapid response.

**Eviction appeals:** Both renters and landlords can appeal to the city for help related to evictions.

**“Every department is an IT department. IT can serve as a partner, not an inhibitor, in achieving each division’s respective goals, and SimpliGov**

**plays a big role in creating that dynamic,”** the project manager emphasized.

## RESULTS

- The city has **automated over 70 workflows** and continues to roll out new processes.
- A **60% increase in productivity** through automation.
- Employees outside of IT are empowered to design processes on their own, further expanding efficiencies.
- SimpliGov’s cloud architecture eliminates the need to add, replace, and support any hardware and software, reducing the IT burden.
- The city is **saving 17,000 labor hours per month** across all divisions.

**“We can build simple workflows that scale exceptionally well in as little as an hour, and staff members of all levels can learn and manage SimpliGov with little involvement from IT and without a developer background.”**

Project Manager