



City of Greensboro creates efficiencies with Infor CloudSuite EAM

The City of Greensboro is the third-largest city in North Carolina. City staff use Infor® CloudSuite EAM to manage 900,000 assets and systems—everything from fire hydrants to sewer, water, and transportation—and the solution is tightly integrated with the city’s geographic information system (GIS). With a recent upgrade to the cloud, the city has used Infor CloudSuite EAM to enable smooth and seamless information processing, facilitating more timely reimbursements, worth millions of dollars, from the state of North Carolina and the Federal Government.



HEADQUARTERS
Greensboro, NC

OPERATING BUDGET
\$543.5 million

INDUSTRY
Public Sector

INFOR PRODUCT
Infor CloudSuite™ EAM

WEB SITE
greensboro-nc.gov

“Our processes are now much smoother and seamless, and we are able to maintain assets much more efficiently using Infor CloudSuite EAM.”

Sagar Iddiyadinesh
EAM and Database Manager, City of Greensboro

Efficiencies across operations

The importance of integrating EAM and GIS

The City of Greensboro's IT department is responsible for managing the city's geographic information systems (GIS), which integrate maps and data, and its enterprise asset management (EAM) systems. The city has used Infor EAM for 15 years, and in 2015 moved to the cloud as part of its ongoing IT evolution. Along the way, it has continued to add assets to EAM while also doubling its number of users.

Each operational unit within the city has a different business case for its projects. For example, water resources and transportation are two different units. Infor CloudSuite EAM manages data across all the varied departmental demands and needs. EAM not only tracks assets but provides paperless workflows and role-specific data analytics to allow drilling into specific business areas, such as financials. The system is fully integrated with the City of Greensboro GIS, which is accessible by staff and provides services to the public.

The City's Parks and Recreation department is the latest business unit working to fully utilize the capabilities of the GIS/EAM system.

Business results and efficiencies



900K assets and systems managed with CloudSuite EAM and city's GIS



10,000 work orders processed annually



\$6 million state reimbursements received faster

Being budget sensitive

As a publicly funded entity, the City of Greensboro has to remain vigilant about making the most of limited resources, including staff and computing resources. With its EAM/GIS system increasing its capabilities and users, and the city seeing a growing need for customer integrations, it is looking at the possibility of adding staff in a competitive climate.

Continuing to purchase hardware and software to build its existing data center also posed challenges and led to introspection into what would be the best approach for future sustainability. That's when the City of Greensboro migrated its systems to the cloud without increasing staff, resulting in consistent service levels despite growing demands.

“We don't have enough people to manage a growing data center. At the same time, we are looking at doubling our number of system users. By migrating Infor EAM to the cloud, we have scaled to meet increasing demand, without adding staff.”

Steve Averett
GIS Special Projects Manager, City of Greensboro

Setting a more strategic direction

Realizing bottom line results

The system efficiencies and benefits have also allowed the City of Greensboro IT staff to bring in additional projects. Staff is able to more carefully analyze the business cases and simplify them so that assets and systems are updated constantly. Those timely updates have sped up reimbursements from the state, which are currently a total of \$6 million.

Creating a more strategic approach

Managers of both the EAM system and GIS report that the move to the cloud, and an available upgrade to the GIS at the same time, has given them a more tightly integrated, combined system. With that level of integration between EAM and GIS, they are better able to interact and exchange data, freeing them to focus on more strategic work.

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