



# Case Study: **City of Dallas**

## **Problem**

As one of the largest metropolitan areas in Texas, the City of Dallas (the City) had substantial amounts of work to coordinate across its capital project management activities. Administrators relied on five disparate software platforms to manage projects, track progress, and generate reports, but because of the size and complexity of the organization, these old platforms provided little cohesion across departments or business processes.

### **This situation produced several challenges for the City:**

- Poor coordination across departments and jurisdictions
- No organizational transparency in both past and ongoing work
- Inefficiency due to data entry duplication across multiple systems
- Underdeveloped report generation capabilities

These challenges forced administrators to spend excessive time managing capital projects by hand, leading to excessive management costs due to a system lacking project coordination.

The City recognized the need for a better system and sought new software solutions that could boost project management efficiency, transparency, and reporting across the organization.

### **Solution**

Backed by a list of basic platform requirements and budgetary restrictions, the City searched for vendors who could help them implement a modern solution. As a large municipality, they had rigorous criteria for vendor selection. The chosen integration partner would need to have an in-depth knowledge of capital project management solutions along with extensive experience working with large municipalities..

After a thorough vendor selection process, the City chose eCIFM Solutions Inc. (eCIFM®) as its integration partner. eCIFM had a track record of success in implementing project management solutions and could bring strategic insight into the City's implementation. This insight would become a core part of the City of Dallas's partnership with eCIFM throughout the project.

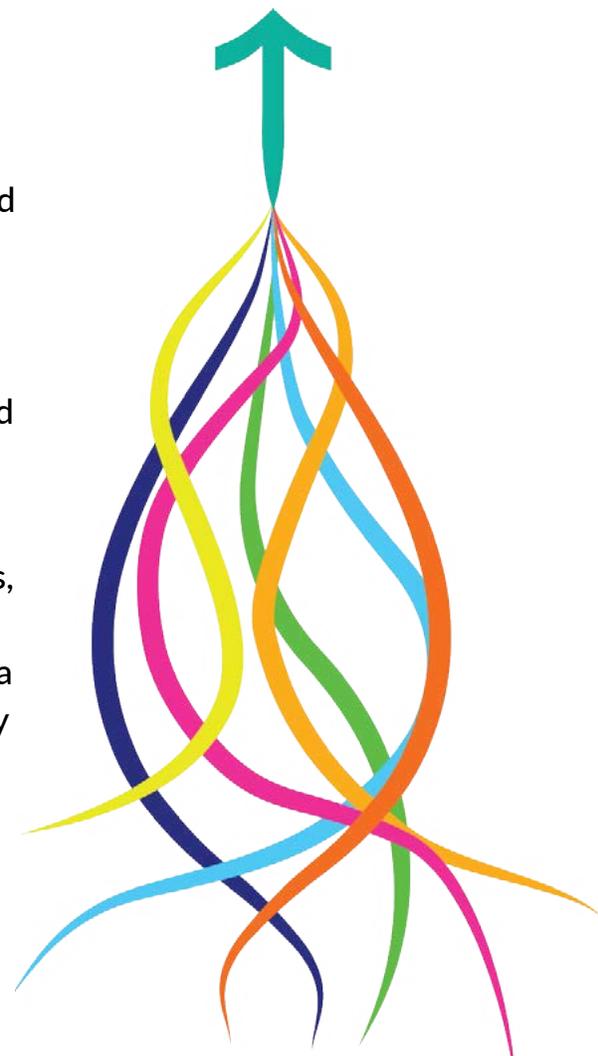
Supported by eCIFM's expertise, the City of Dallas began a multi-phase implementation of a new integrated workplace management system (IWMS), IBM TRIRIGA®.

### **Results**

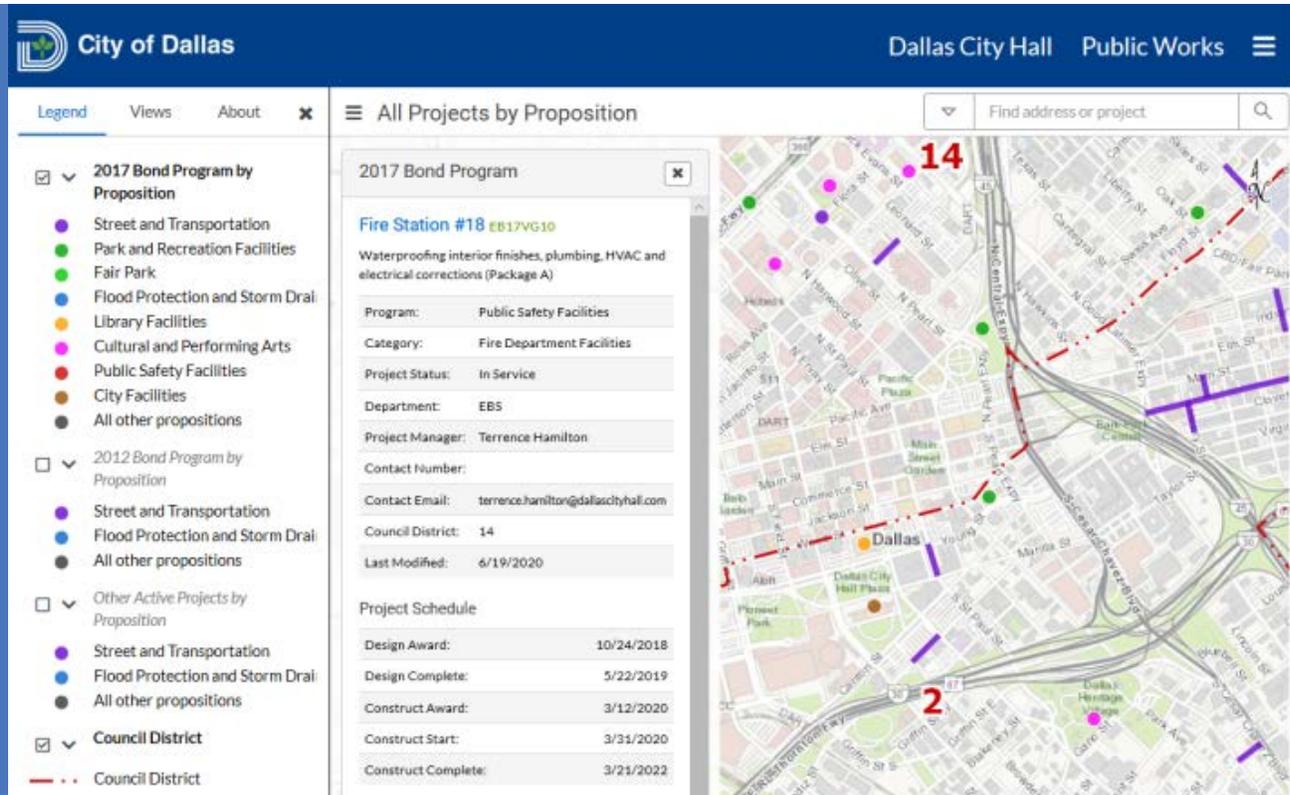
After TRIRIGA's implementation, the City gained an enterprise solution that redefined the way they handled capital project management.

Primarily, TRIRIGA offered robust functionality that provided business process support across seven departments. TRIRIGA unified all processes and created a single source of truth for capital project data.

The TRIRIGA system made it easy to review project details, vendor assignments, schedules, financial details, asset management reports, and all other data points necessary for efficient coordination. By unifying all data within a single platform, TRIRIGA brought transparency to the capital project management process. Now, any stakeholder can locate, review, and validate project data. Even the City's residents can view projects occurring in their neighborhood from a public website.



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All information was made available through TRIRIGA's integration with the City's financial and geographic information systems (GIS).

With the new system, administrators can now automatically pull and transfer data across applications to streamline project management. This reduced the amount of time needed to enter and review information, and it produced substantial cost savings in time and labor. Having project financial and schedule data available in TRIRIGA greatly enhanced the City's ability to generate accurate project reports.

A key benefit of the City's partnership with eCIFM was the integration expertise that eCIFM brought to the table. Tying in TRIRIGA's facility condition assessment (FCA) module, the City is compiling a "needs inventory" to support future planning. Throughout the project, eCIFM provided dedicated consulting and support across each implementation phase to ensure that the system's functionality met the City's needs.

*"eCIFM was the right fit at the right price"*, said Tina Carr, Senior IT Manager with the City. In fact, the implementation was so successful that the City of Dallas plans to onboard the Waterworks department into TRIRIGA and extend the integration to their existing IBM Maximo maintenance management system.