



CASE STUDY LIBRARY

Mobile Building Inspections

Allowing building inspectors to complete digital building consent inspections

The **Marlborough District Council's** building inspections app allows building inspectors to complete digital building consent inspections and integrates with the MDC back end systems. This created business efficiencies by streamlining and automating formerly manual processes.

These streamlined processes aligned with the Information Management Strategic Plan "*To inform, engage and transform with online services*". The business efficiencies include:

- Building inspectors not spending hours writing field notes
- Secretarial team not typing notes and loading into MDC systems
- Record management issue of huge image file sizes resolved by app
- Shared, cloud-based service
- Better, more **consistent data quality**

The customers love the **automated text/email system**, and that they no longer experience a delay in accessing inspection information.

For field bookings, inspectors can receive relevant documentation while in the field, where as previously this was not possible. The app utilises the device's hardware (camera and audio).

The team had buy in for the project and **executive support** as it aligned with the Council's strategies and demonstrated how it would improve efficiencies on workloads.

Despite the major change to business processes, change management was minimal due to:

- **Early consultation** with key users and decision-makers
- Good communication throughout the project
- Simplicity of the app and booking system for end users.

Within days of the go-live, staff were no longer staying late to work on field notes. Inspectors adapted immediately, seeing the benefits of the new process. Training requirements were minimal, with a huge potential to implement similar systems in other departments as they see the possibilities.

There has also been a **cost saving aspect** to the project, with a decrease in admin work for both inspectors and secretaries, while also improving the service for customers.


In the future, MDC hope to implement self-service bookings, and increase in GIS integration and mobile inspections for health, compliance, CRM and biosecurity.

The application uses Datacom Customer Connect shared, cloud-based software.

ENQUIRIES

If you'd like to know more about Mobile Building Inspections, please contact **Mandy Evans**, (Marlborough District Council) on mandy.evans@marlborough.govt.nz

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