Cityworks®
A Trimble Company

Transforming “Smart” to “Intelligent”

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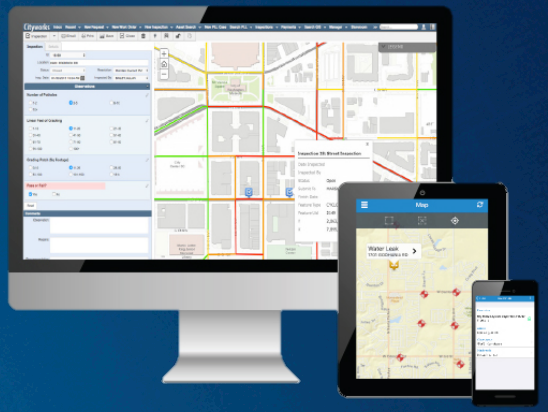
The Cityworks Software Platform



Asset Management

Leverage Cityworks and ArcGIS® to transform your public asset management.

Work Management

Track your maintenance from complaint to completion.

Community Development

Streamline your permitting process and communicate effectively with stakeholders.

Operational Insights

Use GIS data to monitor risk and inform capital investment decisions.

700+ Customers
Worldwide

Trimble™ + COLORADO SMART CITIES ALLIANCE

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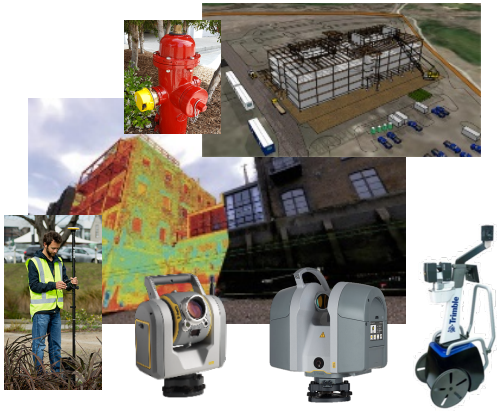
A TRIMBLE COMPANY

Connecting the Physical and Digital Worlds

Digital insight to solve physical world problems



Capturing Digital Models, Sensing & Monitoring

Modeling, Workflow & Analytics

Bringing Digital to the Physical World

COLORADO INNOVATION CHALLENGES

Problems in need of solutions

…Problems in need of solutions

…Location is key to each challenge

1 MOBILITY

The safe and efficient movement of people and goods is the #1 challenge cited by Alliance cities as ripe for innovation.

First/last mile - ITS - Electric Vehicles - Safety - Multimodal - Data and Integration

2 CIVIC ENGAGEMENT + CONNECTIVITY

New ways of engaging and connecting citizens is the second most prominent issue cities are looking to improve.

Communication - Connectivity - Service Delivery

3 PUBLIC SAFETY

Cities are looking at new technologies to improve public safety, prevent or mitigate emergencies, and hasten responsiveness.

Public Spaces - Emergency Management - Coordination

4 DATA

Cities are both drowning in data and suffocating without it. Colorado is looking for solutions that help secure data from modern threats like ransomware, better organize and share data they have, and turn data into intelligence for better decision making.

Security - Sharing - Analytics

5 UTILITIES

From water to energy, Colorado's growing cities need more sustainable, efficient, and resilient resource systems. Utilities can leverage technology, innovation and partnership to better manage our precious resources.

Sustainability - Resilience - Smart Metering - Water

6 HOUSING

Colorado's a great state, and people know it. Our growth is creating significant affordability and homelessness issues that cities are looking for new ideas to handle.

Affordability - Homelessness

“How can we REMOVE silos?"

How can we *CONNECT* silos?

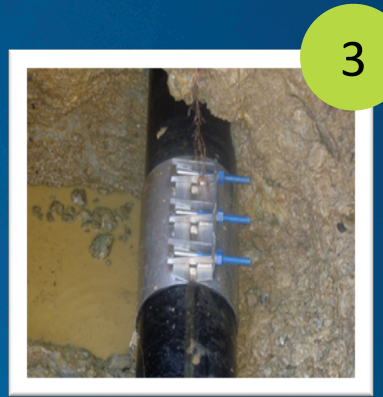
SMART CITIES & UTILITIES NEED A SMART *PLATFORM* TO INTERCONNECT INFORMATION, PROCESSES, AND WORKFLOWS

....Using Location to Integrate Everything

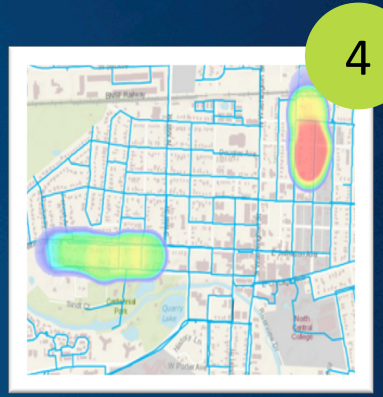
COMMON WORKFLOWS - CITIZEN REQUEST

Request

Investigation



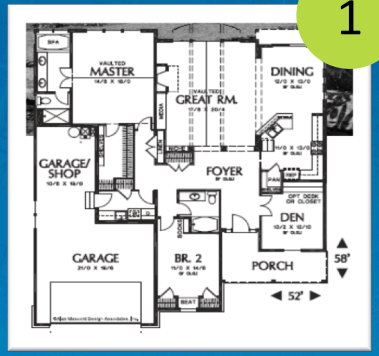
Work Order



Analyze & Report

COMMON WORKFLOWS – BUILDING PERMIT

1



Permit Application

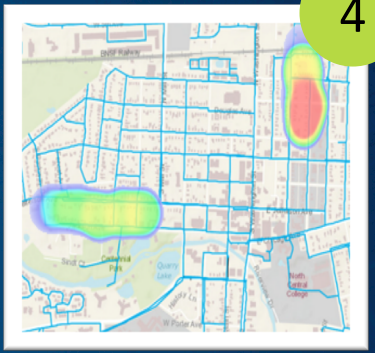
2

Review & Inspect

3

Occupancy & Services

4



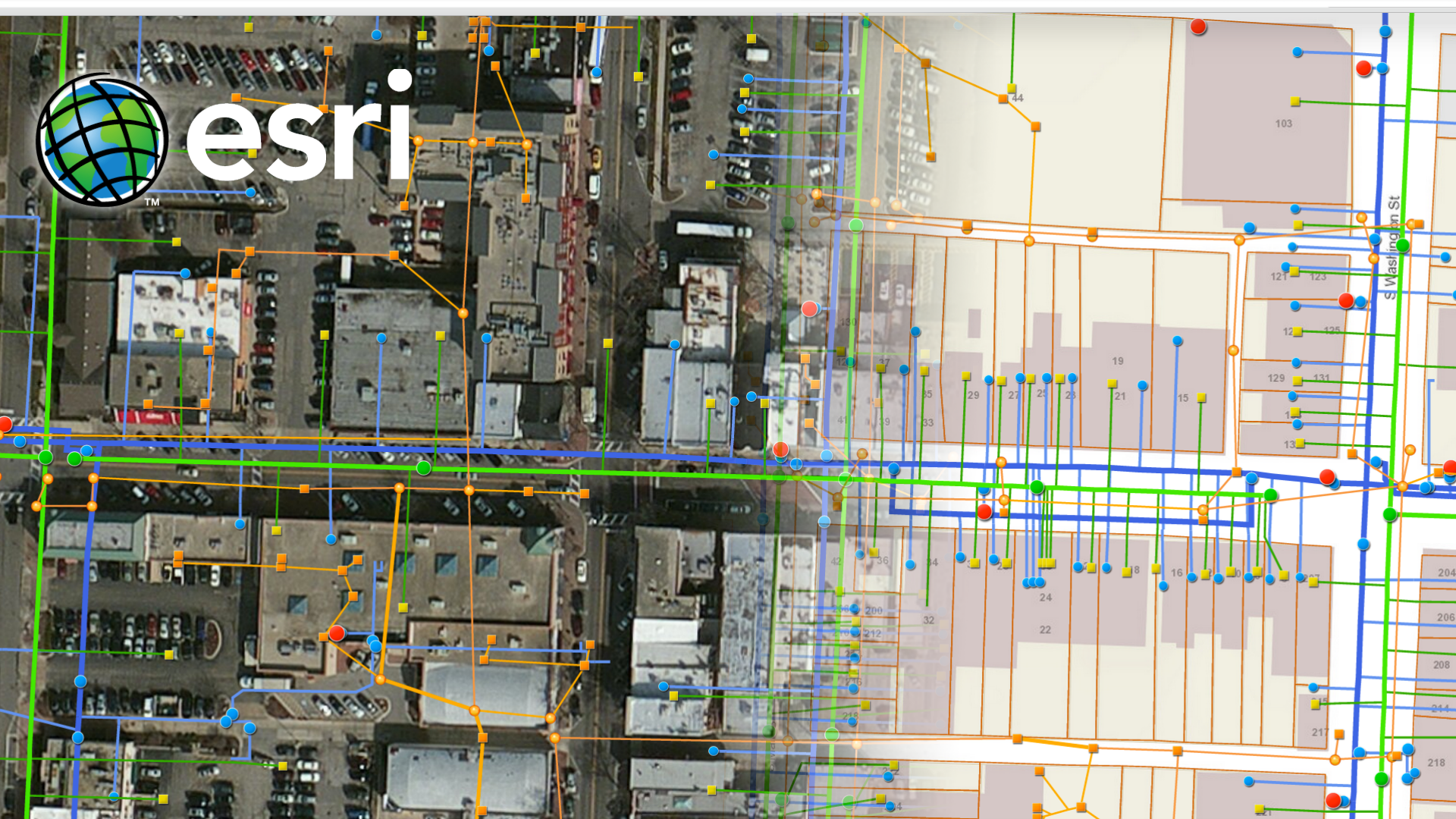
Analyze & Report

RETURN ON INVESTMENT

Operational Efficiency

Reduce or eliminate duplication

- In our day to day work
- In our data management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DAILY OPERATIONAL WORKFLOW

REQUESTS
Dispatch, Citizen Apps

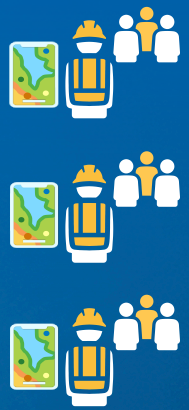
WORK ORDERS
Preventative, Corrective

EMERGENCIES

Supervisor

Manages schedule
Assigns Work
Reviews Work

Crews



Log Time & Resources
Complete Work

Analytics and Decision Support

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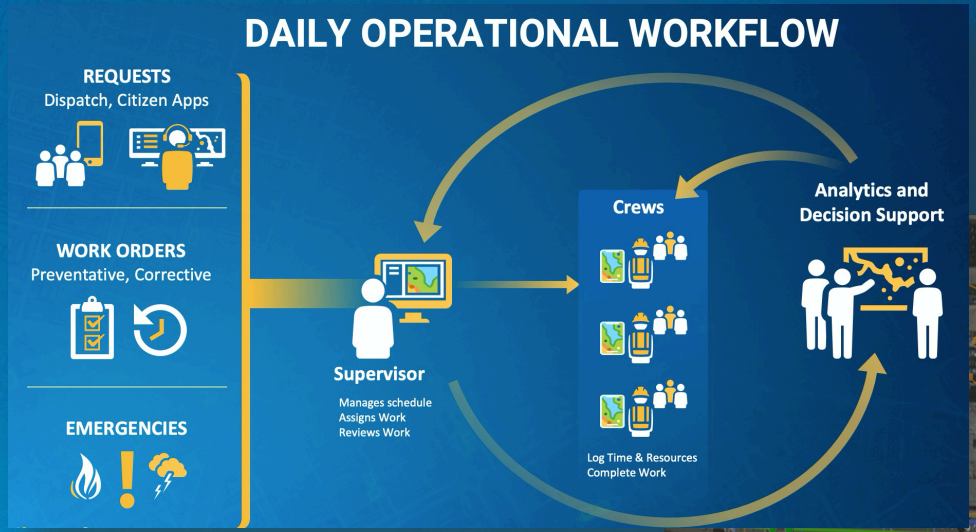
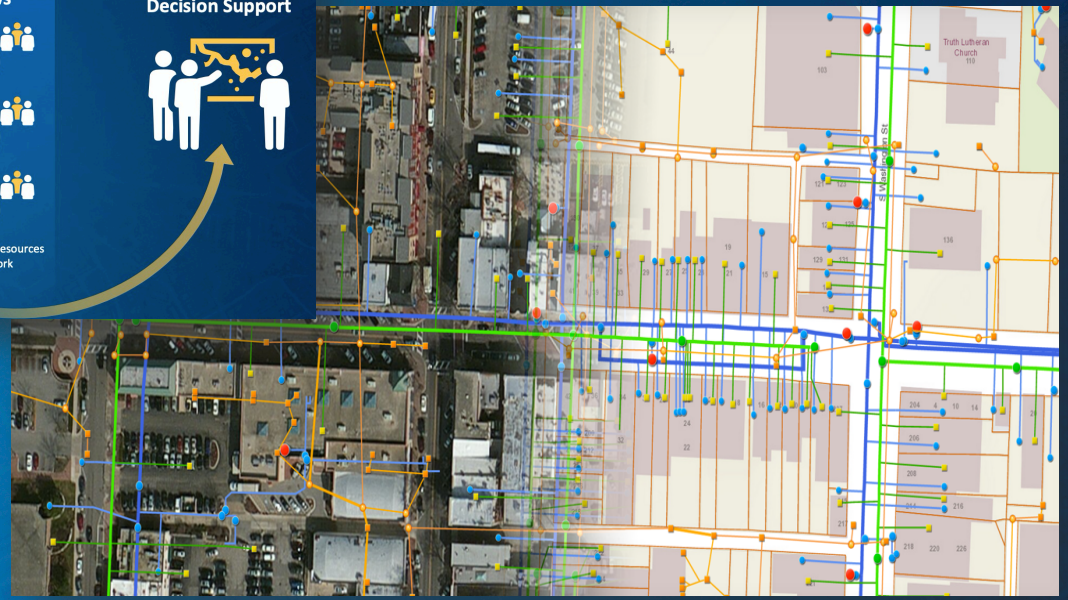
OUR CLIENTS NEEDS REQUIRE BOTH





CITYWORKS GIS-CENTRIC PLATFORM

Cityworks®

Stores Work Activities

No Duplication
Location Aware
Esri Tech
Single Sign On

esri® Partner Network Platinum

Stores Assets & Attributes

Infrastructure Assets
Land Data
Parcels
Addresses
Zoning
Planning Areas

THE ORGANIZATIONAL MATURITY CURVE

Key Strategic Challenges

Reduce Complexity Drive Efficiency

- Consolidate internal buy-in
- Seamless process transition
- Stabilize operations (people, process, tech)
- Remove broken processes, start standards
- Reach business case run rate fast

Operational Excellence Efficiency Variable Costs

- Process optimization
- Reach expected run rate
- Increase scope
- Initiate hybrid model

Maximize Effectiveness Significant Cost Reduction

- Push standardization & advanced tech
- Radically expand scope (functional & geographic)
- Clarify new business case
- Aggressively explore hybrid models

DEVELOPING | GROWTH | MATURITY

TRANSFORMING "SMART" INTO "INTELLIGENT"

Green

Citizen Engagement

Public Safety & Vid Surveillance

Waste

Traffic Management

Parking & Mobility

Building & Energy Efficiency

Street Lights

Air Quality

SMART DATA

SMART DATA

CITY DATA GOVERNANCE

INTELLIGENT MONITORING

INTELLIGENT MANAGEMENT

GIS-centric
Intelligent
Urban Ecosystem

...Connecting Silos

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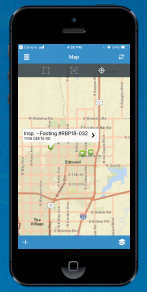
JOURNEY TO SMART CITY

BUSINESS MATURITY CURVE

TRANSFORMING “SMART” INTO “INTELLIGENT”

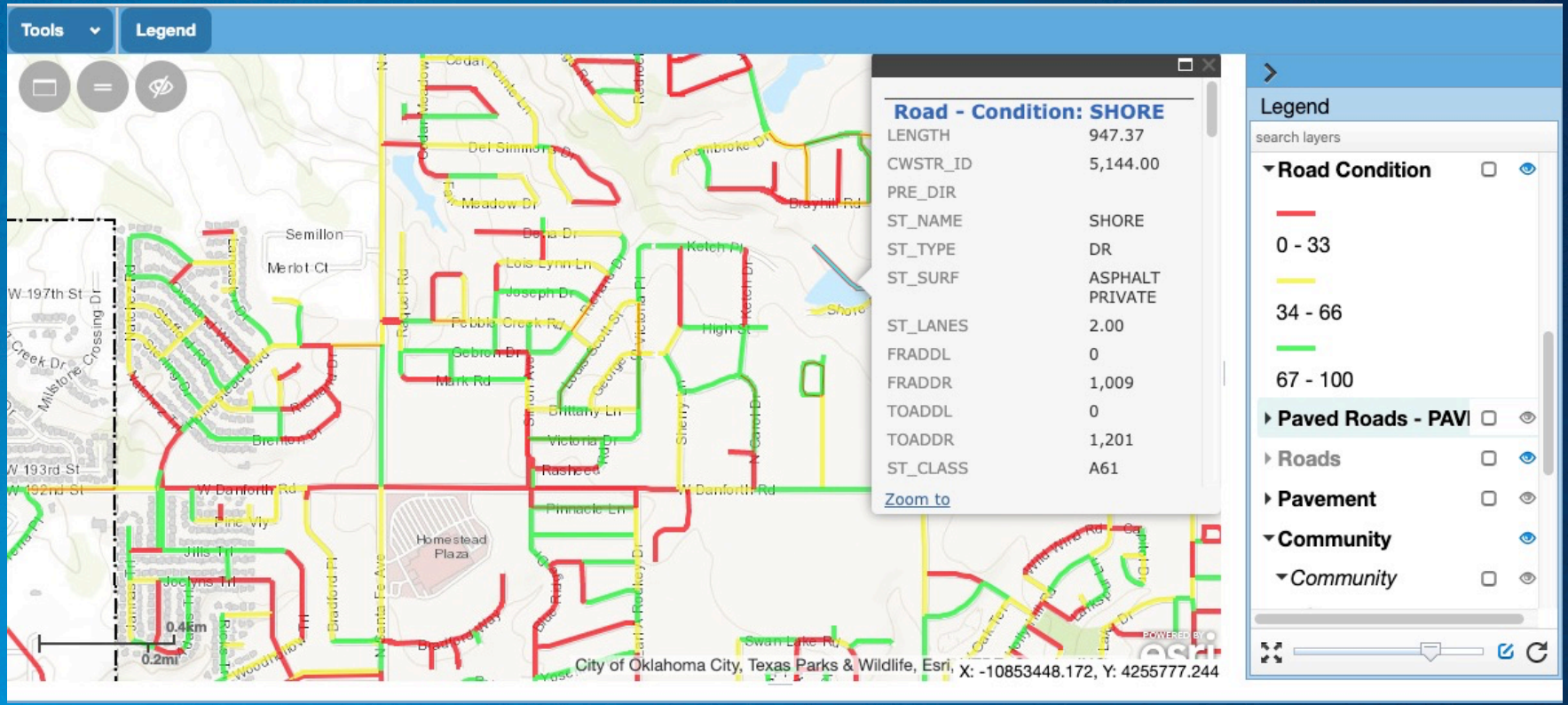
~2011 Citizen Apps



~2020 Smart Assets

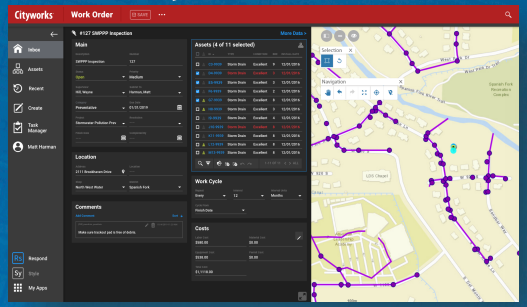
- IoT
- Sensors

TRANSFORMING “SMART” INTO “INTELLIGENT”



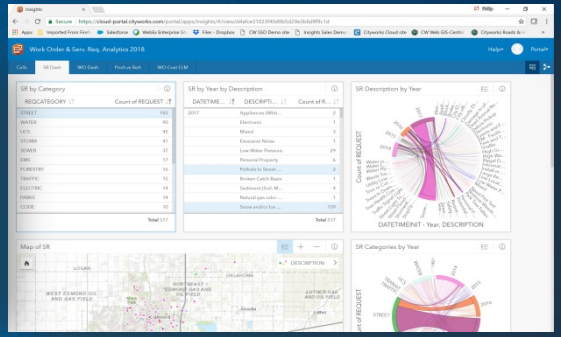
Cityworks + esri

THE SCIENCE OF WHERE

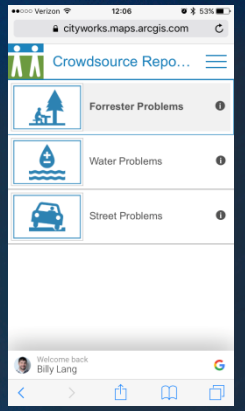


Cityworks Respond

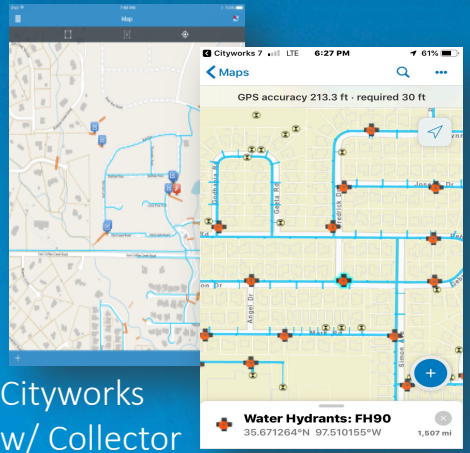
ArcGIS Hub



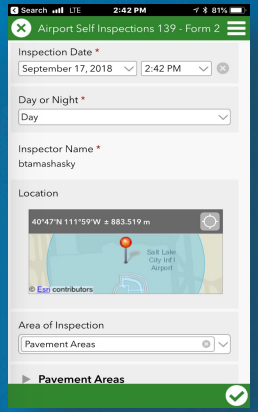
ArcGIS Insights



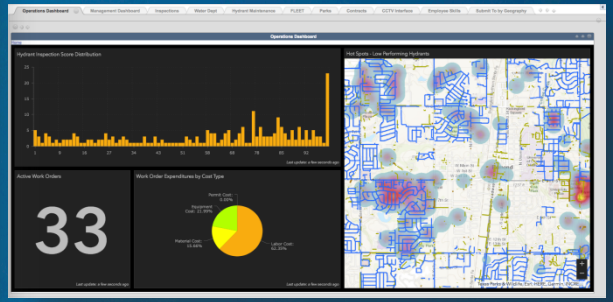
Citizen Problem Reporter



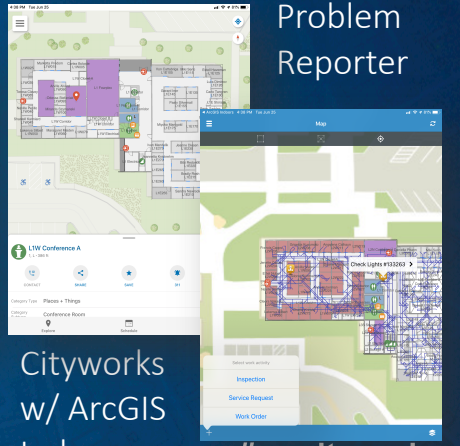
Cityworks w/ Collector for ArcGIS



Survey123 for ArcGIS



Operations Dashboard for ArcGIS



Cityworks w/ ArcGIS Indoors

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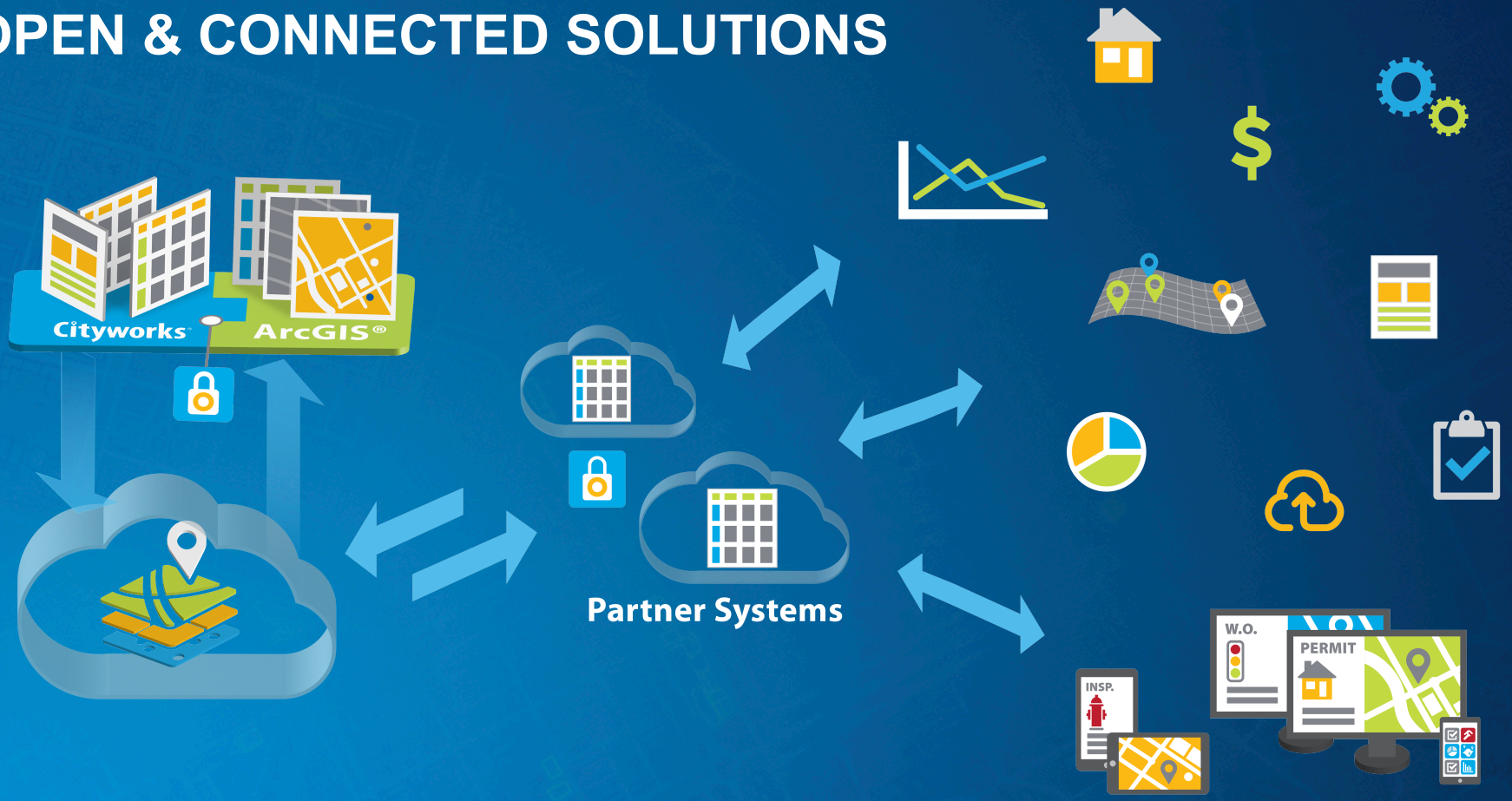
OPEN & CONNECTED SOLUTIONS



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