



The county government has a need to know. ThingTech provides the answers.

CHALLENGE Fulton County’s public works management team had questions: Where are my techs? Are they driving safely? Are they getting the job done? What’s the status of our vehicles and equipment? How can we perform better and optimize operations?

SOLUTION ThingTech’s enterprise asset intelligence solution provides the answers they need. Real time data about every driver and every asset gives managers visibility into what’s going on—all on one platform. So they can take action now, and plan—and predict—what happens next.

RESULTS Having real-time information at their fingertips gives Fulton County the ability to more efficiently and effectively manage public works. Armed with data, management is coaching and training workers to minimize risk, improve performance and anticipate needs.

Protecting citizens

The public works department of Fulton County places high priority on safety. Leveraging ThingTech’s enterprise asset intelligence solution developed specifically for state & local governments, the largest

county in metro Atlanta—and Georgia—now has the visibility it needs to serve its 1 million residents better than ever before.

“ThingTech gives us full visibility into where our mobile technicians are, where they’ve been and where they should go next,” said Brandon Faye, Information Systems Manager with the Fulton County public works department. “We also record critical time-series data on driver behavior and service verifications, enabling employee oversight when we need to take action.”

Instilling driver accountability

Driver behavior is a specific point of focus in Fulton County. “Accidents endanger our employees, and others around them,” said Faye. “ThingTech gives us real-time data from the road—so we can monitor what’s happening and help keep everyone safe.”

When a driver of a county vehicle accelerates aggressively, brakes suddenly or speeds, a real-time alert is triggered. Drivers are made aware, and their managers are able to review time-series data about what just occurred. Thresholds are configurable to identify outliers of unusual behavior.

“Our goal is optimizing driver performance. Thanks to ThingTech, we’re able to pinpoint the drivers who need to improve, and reward those who consistently demonstrate good behavior behind the wheel,” Faye added.

Verifying service

Was the maintenance performed as described on the work order? Who did the work, when? Is the inspection complete? ThingTech documents work completion, so there's no time wasted backtracking by management.

Thing Tech's plug-and-play devices used to track all Fulton County vehicles provide data on location, vehicle diagnostics and driver conduct—enhancing both safety and productivity. In addition, ThingTech's geofencing capabilities give management even more visibility into what's going on.

Geofences—virtual geographic boundaries defined by GPS technology—are dynamically created around job sites and office locations. They indicate when a county vehicle has entered or exited the site.

“If a work order is set to be complete but there's no record of anyone who is or was there, we can investigate to determine if another crew member should be assigned to the task,” said Faye, noting that the ability to track activity around work orders encourages worker responsibility and streamlines the manager's job.

Taking action

ThingTech gives Fulton County public works the information needed to promote safe driving habits and productive work practices. “Visibility into our operations has given us a great opportunity-to improve how we get things done,” said Faye.

“Now we can quantify everything we do, and know exactly what needs to change, and that drives the types of coaching, training and communications that we provide,” he said.

The county has implemented online seminars to address widespread inefficiencies and dangerous driving. In addition, one-on-one sessions with employees that continually break rules have been effective. “We have the information needed to put corrective actions in place,” Faye said.

Protecting those who live and work in Fulton County is number one. And ThingTech is helping the public works department do just that. In addition, this government entity is simplifying operations, getting more done—and saving time and money.

Safety's just the start. ThingTech benefits Fulton County in multiple ways.

WORK ORDER MANAGEMENT

Send the right team, with the right parts and tools, at the right time. Maximize routes to save time and dollars.

PREDICTIVE MANAGEMENT

Manage assets proactively with automated data collection and analysis. Plan for maintenance and replacement, and avoid downtime.

CAPITAL PLANNING

Make investments when it's most advantageous (instead of arbitrary timing) using insights about how equipment's been used.

CLOSED-LOOP REMEDIATION

Guide field technicians about how to address issues with assets and automatically document work completion.

SIMPLIFIED OPERATIONS

Configure to track any asset, receive alerts you need, create reports you want—out of the box, and without IT assistance.

Command and control your entire asset ecosystem with precision.

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