



A STEP IN THE RIGHT DIRECTION—OCEAN PINES, MD

LOCATION

Ocean Pines, MD

TYPE OF SOLUTION

Infrastructure Management

POPULATION

15,000

WEBSITE

<http://www.oceanpines.org/>

MOVING INTO THE 21st CENTURY

Five years ago, the Ocean Pines Association, MD underwent new management which led to the search for an asset management system. After reviewing many different programs, Ocean Pines found CartêGraph to be the right fit and easy to use. They purchased *WORKdirector* (including a Fleet modification), *STORMview*, *VERSAtools* and *MAPdirector*.

LEARNING ABOUT AUTOMATION SUCCESS

Still in the initial phase of the CartêGraph process, Ocean Pines is taking the appropriate measures to insure success and results from the software. They have been working closely with the CartêGraph staff, spending time learning the details of the program and how to get the most from the software solution.

“The people at CartêGraph have been very helpful,” commented Dewey Meyer, Public Works Supervisor. “Anytime we have called or asked a question we have been able to talk to someone. That means a lot when you are trying to make a decision.”

With the help of the software, Ocean Pines will become a more efficient organization by quickly and easily meeting the needs and requests of their citizens. In just a short time they have realized that they will be able to quickly run a report on how many work orders were completed during the last month. They can see how many complaints actually came into the office and how long they are spending on each activity. All of this information can be found within minutes instead of days.

Ocean Pines is excited about becoming an automated community. Before purchasing CartêGraph, if the piece of paper on which the work request or complaint was written was misplaced or thrown away they might never know if the job was ever started. Now, with CartêGraph, the work order will be logged into the system immediately and at any time they can check on its status. They can also still print out the work order for the field crew.

Meyer believes that CartêGraph was just what Ocean Pines was looking for and he looks forward to expanding his knowledge, along with adding more modules in the future.

CartêGraph

Better Government 