

CASE STUDY
SANTA MONICA, CA

How the City of Santa Monica used modern tools to create cohesive, automated processes, and enhanced data access



"The IPS and Rhythm for Civics solutions have allowed us to accomplish multiple objectives. TruePoint understood what we needed and managed the project expertly to ensure we have what we had only been able to hope for before, such as capturing our processes and creating workflows. We now have an unprecedented level of consistency, and peace of mind knowing that no steps are missed."

*Santa Monica Rent Control Agency, CA
Executive Director*

About Santa Monica Rent Control Agency, CA

Population Served:
90,000, encompassing 4,000 properties that comprise 28,000 units

Location:
Santa Monica is a coastal city west of downtown Los Angeles

Website:
<https://rentcontrol.santamonica.gov/>

Challenges:

- No standardized processes
- Manual tracking and limited access to information
- No integration
- Difficult to disseminate data

Solutions:

- Knowledge retention and standard processes
- Automation
- Transparency and data accessibility
- Advanced reporting capability

Products Used:

- Infor Public Sector
- Rhythm for Civics

Challenge

The Santa Monica Rent Control Agency had been operating with a home-grown system developed in 1980. The system was initially sufficient, however as the Agency's in-house expert neared retirement, it was clear that a new, modern solution would be needed to capture, document, and handle the Agency's myriad of processes and provide a portal for owners and tenants to submit forms online.

Solution

The Santa Monica Rent Control Agency set out to find a solution in which its processes could be translated to workflows, ensuring that all tasks and requirements would be consistently adhered to in the course of business. As

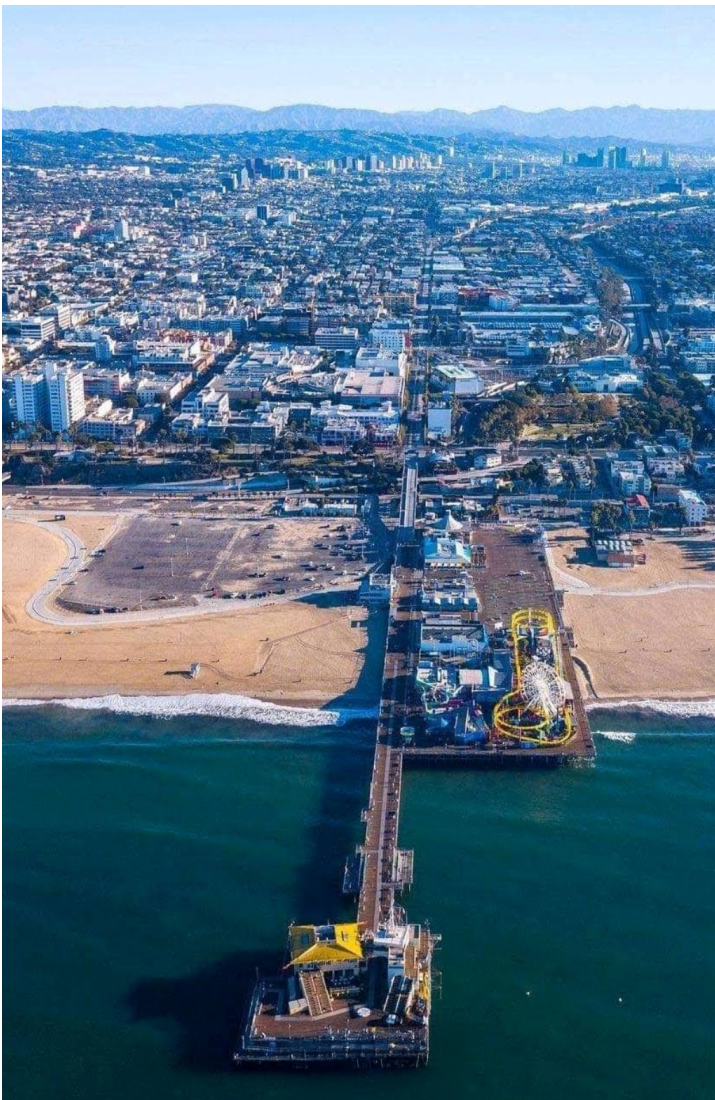
well, it recognized the need for an online portal that would allow owners and tenants to submit documents and fees online. Infor Public Sector and Rhythm for Civics proved to be the solution to best accommodate the Agency's requirements. The Infor Public Sector solution is a full service solution that far exceeds the Agency's legacy system, which served as simply a repository. It allows for ready access and tracking of all data, so every required task is performed automatically. Rhythm for Civics is a powerful customer portal that gives the agency the ability to make available any information and tasks to landlords and tenants, further enhancing efficiency.

Result

As part of the implementation of the Infor Public Sector and Rhythm for Civics solutions, GovPath

worked with the Agency to identify and capture the myriad of tasks associated with its full range of processes.

Through automation and workflows the Agency no longer has to rely on specific people or information committed to memory to ensure that all immediate and subsequent tasks are performed. The system also generates notices and invoices, further alleviating reliance on manual tasks. Rhythm for Civics empowers tenants and property owners with the ability to self-serve many tasks that previously required a visit to the Agency office or submittal of a paper form. Reporting and data access has also transformed, with historical data readily accessible, and reports easily pulled and configured.



About GovPath

At GovPath, we help state and local agencies modernize operations, unify systems, and improve public access so your team can focus on serving the community, not fighting software. We support more than systems – we support the people behind them with integrated services and technology, that remove barriers. We are your trusted partner with your existing government technology or implementation of new systems.

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