



## Case Study

# Keeping the City of Dallas Secure with MobileAsset

### A SUB-OPTIMAL SYSTEM

The City of Dallas' Department of Intergovernmental Services is serious about assets. Not only are departmental assets expensive, many are used to keep the citizens of Dallas safe and secure. The Department of



Intergovernmental Services manages and oversees the purchase of Homeland Security equipment for several operational units throughout the City, including the Bomb Squad, Urban Search and Rescue team, SWAT, the DPD Intelligence Unit, the Water Department, and Information Technology. All units collectively utilize approximately 4,500 assets, including armored vehicles, laptops, handheld police radios, mobile GPS systems, specialized equipment, and helicopter parts. Grant-funded assets are valued at over \$15 million.

For years, the Department of Intergovernmental Services used a decentralized approach to tracking assets. Each unit receiving equipment was responsible for maintaining asset records, maintenance records, and tracking which employees had checked items in and out. However, when it was time to do grant-required inventory checks every two years, the manual process proved to be less than ideal.

“Every two years, each unit was required to inventory all their grant-funded items and send them to us, so we could compile asset reports. We found that we were spending more time trying to fill in the gaps to make sure all equipment had been inventoried than actually analyzing the reports,” said Dina Colarossi, Fund Analyst for Dallas' Department of Intergovernmental Services. The issue was magnified during yearly audits. Each unit had to compile reports as quickly as possible, but due to the inefficient system, the process could take over two weeks.

## Case Study At a Glance

### INDUSTRY

Government

### ORGANIZATION PROFILE

The City of Dallas' Department of Intergovernmental Services manages and oversees the purchase of equipment for several units, including the Bomb Squad, Urban Search & Rescue team, SWAT, the DPD Intelligence Unit, the Water Department, and Information Technology.

### SITUATION

The Department of Intergovernmental Services tracks more than 4,500 mission-critical assets, including armored vehicles, laptops, and police radios. The department relied on a decentralized approach to managing these assets, allowing individual units to record maintenance and check-out records. This manual process proved inefficient when it came time to conduct bi-yearly audits, and each unit spent more than two weeks compiling reports.

### RESULTS

Using Wasp MobileAsset allowed the City of Dallas to regain control over essential assets. The department knows exactly which assets it owns, without reviewing purchasing lists. Bi-yearly audits take just one to two days, and essential documents are easily accessible to auditors.

### WASP PRODUCTS USED

- Wasp MobileAsset Pro Software
- Wasp Mobile Computers
- Wasp Barcode Printers



# Case Study

After several time-intensive audits, the Department of Intergovernmental Services determined it was necessary to upgrade to an automated asset tracking system.

## ON A MISSION

Dallas's Urban Search and Rescue Logistics Lieutenant, Ray Thomason, had been using Wasp Mobile Asset for several years to track the unit's assets and ensure that nothing went missing during a deployment. "Lieutenant Thomason found the Wasp solution to be a valuable tool to track his unit's assets. He proposed adopting an automated asset tracking system from Wasp to track the department's grant funded assets," explained Colarossi.

After assessing its needs and researching potential solutions, the Department of Intergovernmental Services ultimately selected and deployed Wasp MobileAsset – Professional software, as well as barcode label printers and mobile computers to scan assets. Every grant-funded asset, from handheld radios to armored vehicles, was given a barcode.

## UNIFIED AND ORGANIZED

The Department of Intergovernmental Services has been using Wasp MobileAsset for a little under three years. "Since deploying Wasp's solution, there has been a huge change in the way we track our assets," stated Colarossi. "Having a centralized database with all our assets means we no longer

have to compare inventory lists to purchasing records to make sure we are catching every item. It also helps to ensure there is continuity as people are promoted or move on to other assignments."

"The Department of Intergovernmental Services' asset tracking program has been so successful that other departments often ask to use our Wasp system so they can track their assets. The other departments have seen how successful we have been and want to make their program run just as efficiently."

Colarossi and her team have found the greatest benefit of Wasp MobileAsset to be the ease of creating reports, especially when faced with an audit, and the department has experienced an extreme time savings in man hours. "Before MobileAsset, producing a complete asset report for an audit would have taken two weeks, now it takes between one or two days. Since we are also able to attach documents to the items in Wasp, we now have any records the auditors might ask for at our fingertips."

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- Dina Colarossi  
Fund Analyst for Dallas' Department of Intergovernmental Services

"Manually tracking assets was an inefficient system that affected the entire way we managed grants," said Colarossi. "Now, our assets are centralized and everyone is connected. Our whole process has transformed, and works smoothly."