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Municipal Field Work Order System

SERVICE
Software

YEAR
2024

A Progressive Web App (PWA) for managing work orders and assets in a Florida municipality, streamlining operations for 120 field technicians by replacing outdated paper-based processes with a digital solution that enhances efficiency and accountability.

Industry: Government | Client: Confidential | Service: Software

60% faster work order processing	**Real-time field visibility**	**3 FTE admin time recovered**	**Compliance reports 2 weeks to minutes**

The Challenge

A Florida municipality managed 800 monthly work orders on paper forms. Field technicians had no mobile access supervisors had no real-time visibility and backlogs were tracked in a shared spreadsheet. Completion data was unavailable for planning or budgeting.

Our Solution

Built a progressive web app in Blazor with offline capability for field technicians. The system handles work order creation assignment photo documentation GPS tracking and sign-off on mobile. Supervisors get a live dashboard with SLA tracking and backlog heat maps. Integrates with the existing GIS system via API.

The Results

Work order processing time dropped 60%. Supervisors gained real-time field visibility for the first time enabling proactive scheduling. The municipality identified 3 FTE of redundant admin work and reallocated those staff. Compliance reports that took 2 weeks now run in minutes.

Tech Stack

Blazor PWA · .NET 8 · SQL Server · Azure · PostGIS · REST API

Ready to start a similar project?

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