CROSSROADS
GIS SOLUTIONS

CASE STUDY

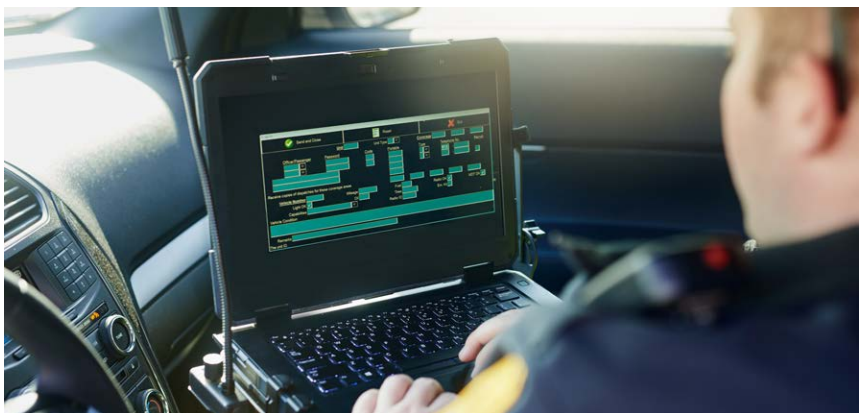
An Empirical Examination of Geo-Validation and Mapping Enhancements within a County-Wide Dispatch System Utilizing Spillman Software

THE CLIENT

Our client manages an extensive county-wide dispatch system, utilizing Spillman Software. Despite its potential, they confront challenges in fully leveraging the geo-validation and mapping capabilities of this software suite. It appears that these critical features, integral to enhancing operational efficiency and decision-making accuracy, are currently underutilized. Consequently, it creates a gap in their emergency response strategy, indicating a need for in-depth user training and system optimization.

PROBLEM

The client, recognizing the untapped potential within their Spillman Software suite, sought guidance from Crossroads GIS Solutions. Their fundamental challenge pertained to the geo-validation and mapping capabilities, which they suspected could be more robustly deployed. The existing configuration suffered from inefficiencies, most notably affecting the software's 'quickest route' feature, which yielded results deemed unreliable. The subsequent delays in decision-making hampered the agency's operational performance.



THE SOLUTION

Crossroads GIS, a firm known for its proficiency in Geographic Information System (GIS) solutions, embarked on a detailed exploration of the problem. After meticulously understanding the client's requirements, they proposed a custom solution to overhaul the dispatch system's existing processes.

Key components of Crossroad's intervention included:

1. An exhaustive one-hour evaluation of the client's software utilization and associated processes, designed to distill essential operational information.
2. An offline, comprehensive analysis of the client's data set to pinpoint areas of potential improvement.
3. The identification and optimization of a reliable data source to augment the client's informational base.
4. The provision of continuous support and training to ensure optimal usage of the refined system by the client's team.

Our intervention revealed a systemic issue: The client had long been sourcing their GIS services directly from the county assessor's office. Unfortunately, the contrasting requirements of the assessor's office and the dispatch environment led to the generation of an unreliable GIS dataset. This deficiency, in turn, limited the dispatch center's ability to fully utilize Spillman Software's geo-validation and mapping capabilities.

RESULTS

Following our intervention, notable improvements in operational efficiency were observed over a six-month period:

1. Decision-making time was reduced, attributed to the provision of real-time data access.
2. Operational costs were reduced, a direct consequence of improved site management.
3. Data accuracy was substantially enhanced, leading to more efficient and safer dispatch scenarios.
4. An increase in operational transparency, fostering improved communication and planning across dispatch teams.

CONCLUSION

The collaborative endeavor between the client and Crossroads GIS facilitated a transformative shift in the client's field operations management. Our interventions yielded significant enhancements in operational efficiency, cost-effectiveness, and overall safety. This case study underscores the transformative potential of custom GIS solutions and substantiates Crossroad's capability in effecting high-impact results.

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