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CASE STUDY
County building department



Bringing speed and consistency to inspection scheduling

CLIENT
County building department

USE CASE
Inspection scheduling & field management

SOLUTION
Atlas

THE CHALLENGE

A high-volume county building department was spending roughly 20 hours a week manually assigning 4,000 to 5,000 inspections. Staff time was consumed by time-intensive scheduling tasks, making it difficult to react to last-minute inspection changes.

With inspectors racing between job sites across a large service area, the department was hard-pressed to keep pace with customer demand.

Coordinating last-minute changes in the field meant frequent phone calls back to the office, adding friction for both staff and contractors.

THE APPROACH

The department partnered with **Selectron, a Convey company**, to streamline inspection management, reduce time-intensive manual tasks, and give inspectors better tools in the field. The solution included:

- **Map-based inspection management** with real-time data and rules-based auto-assignment
- **A total field solution with tailored workflows** for accuracy and consistency
- **Online and offline access** to permit information in the field
- **One-click alerts** that tell contractors when they're next in line, cutting down on inbound office calls

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Completing more inspections with less overhead

OUTCOMES

With Atlas, the department cut its daily assignment process from four hours to just fifteen minutes, a 94% reduction.

Inspectors now run more efficient routes, saving real time in the field every day, and the number of inspections completed each week has climbed by more than 1,000. The field app was adopted quickly, and proactive contractor alerts have significantly cut down on inbound office calls.

1,000+
more inspections completed every week

94%
faster daily assignment process (4 hrs to 15 min)

> "Since we have been using the Atlas solution, our productivity has been through the roof."
>
> BUILDING DEPARTMENT LEADERSHIP

1.5 hrs/day
saved per inspector with optimized route

35
inspectors supported on one platform

More than 4,000
inspections managed weekly

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