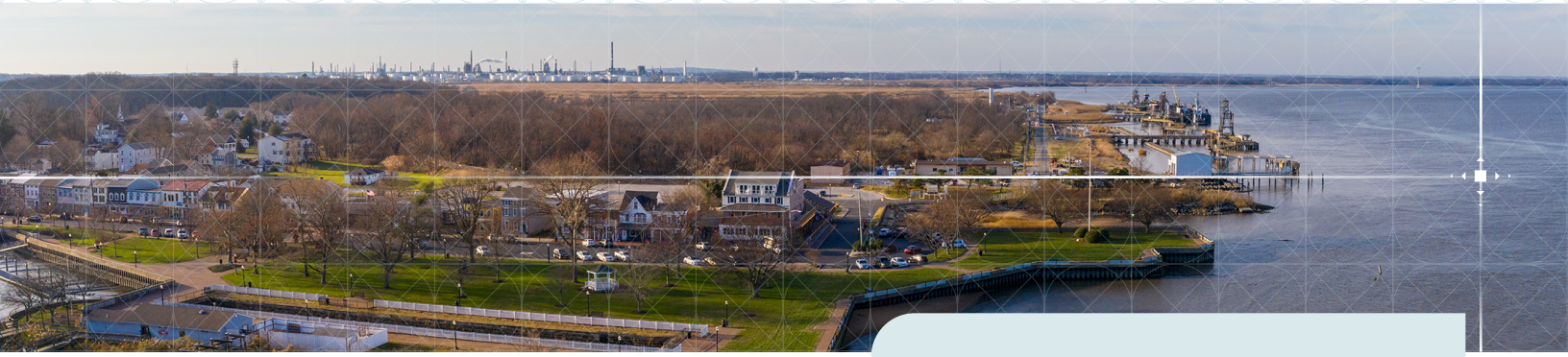
Selectron
VOICE · WEB · MOBILE
A Convey Company

CASE STUDY
Field inspections



How New Castle County took the manual work out of inspection management

NEW CASTLE COUNTY
DELAWARE

CLIENT
New Castle County, Delaware

USE CASE
Field inspections

THE CHALLENGE

New Castle County, Delaware, serves more than 588,000 residents, with a team of 12 inspectors managing approximately 2,550 inspections each week.

Coordinating that volume of work requires careful planning and communication across staff, inspectors, and contractors. With scheduling and assignment processes that relied heavily on manual coordination, staff spent a significant amount of time managing daily administrative tasks and phone calls. As inspection demands continued, the county saw an opportunity to simplify these workflows, make better use of staff time and create a more efficient experience for everyone involved.

The goal was to bring more of the inspection process together, reduce manual coordination, and give staff more time to focus on their work in the field.

THE APPROACH

Selectron, a Convey company, delivered a complete inspection management platform that covers scheduling, assignment and resulting in one place. **The goal: remove manual tasks and automate communication so staff could focus on service.**

- **Online inspection scheduling** with minimal staff intervention
- **Map-based inspection management** with real-time data
- **Rules-based auto-assignment** for fast, consistent assignments
- **A mobile field app with tailored workflows** for accurate results
- **One-click alerts** that tell contractors they're next in line

© 2026 CONVEY. ALL RIGHTS RESERVED

Selectron
VOICE · WEB · MOBILE
A Convey Company

Faster assignments.
Fewer calls. Better inspections.

PERFORMANCE BREAKTHROUGH

With scheduling, assignment, and resulting connected in one platform, New Castle County moved inspections through faster with far less manual work.

Assignments in a fraction of the time

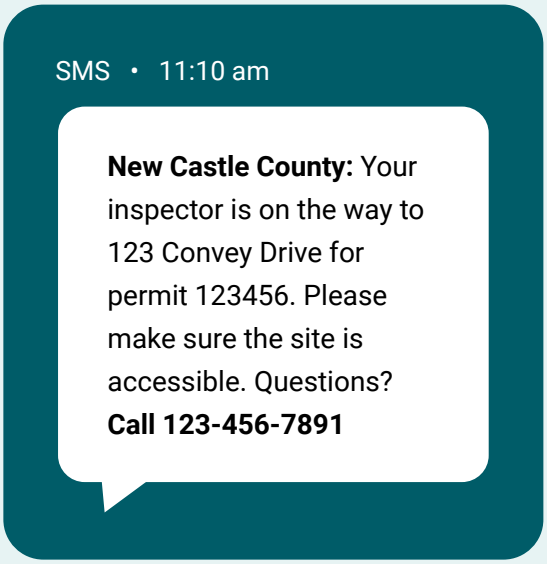
Scheduling without staff

Faster, more precise resulting

Fewer back-and-forth calls

> "Using the mobile app has enabled us to perform higher quality inspections by allowing staff to be more efficient with their time."
>
> Michael Connors,
> Licensing Manager
> New Castle County

THE RESULTS



75%
Faster inspection resulting process

66%
Reduction in assignment time

85%
Of inspections scheduled online without staff intervention

2,550
Inspections managed each week

© 2026 CONVEY. ALL RIGHTS RESERVED