

City of Fort Worth – 2018 Winner



The City of Fort Worth is ranked 15th largest in the U.S., and is home to 874,000+ residents. With a vision to be the most livable and best managed city in the country, the City partnered with BP Logix to launch its BPM initiative.



Situation

- Fort Worth undergoes a major renovation of City systems and processes
- Labor intensive, error prone City forms, processes
- No visibility into processes
- Influx of residents and businesses driving demand for City services

Implementation / Innovation

- Digital Transformation initiative includes Employee Forms Portal & Citizen Forms Portal
- City re-engineers processes and leverages technology in creative ways to extend product functionality and workflow
- Adoption encouraged by extending form and workflow development opportunities to non-technical staff

Benefits

- Forms portal goes live with over 400 city forms on day one & results in increased form usage rates by 30% and
- Citizen portal expected results: increased user participation by 25%, reduced costs by 30%, increase customer engagement and satisfaction.



WfMC Awards for Excellence in Business Transformation