valantic

City of Oakland

CASE STUDY

Enhancing Citizen Engagement

INNOVATION AWARDS

About

About City of Oakland

Oakland is the largest city and the county seat of Alameda County, California, United States. Ranked as the fifth most desirable destination to visit this year in The New York Times, it is buzzing with art, culture, and cuisine unique to America's most diverse populace.

Oakland Improves Interaction With Citizens With OutSystems Low-Code Platform and valantic Services

In just 16 weeks, the City of Oakland deployed a modern app (CPRA: Community Police Review Agency) to receive and manage citizen complaints against law officers, saving an estimated 32 weeks if built by hand. The CPRA app is part of the new Digital Engagement OAKAPPS portal, also developed by valantic and powered by OutSystems, the centerpiece of Oakland's digital transformation strategy to deliver unlimited citizen-centric apps in weeks versus years.

Industry

Government - The City of Oakland is an American community located in the San Francisco Bay area

Challange

The City of Oakland (CoO) is a vibrant and growing community in northern California located in the San Francisco Bay area. To continue improving its relationship with residents, the city needed more modernized services, including the apps used in their everyday lives. But the CoO's systems and processes were old and outdated, and most required residents to complete forms manually and in-person. Because not all residents have the time, transportation, or childcare support to visit city offices during business hours, the manual systems were a deterrent for residents to make that effort.

Oakland wanted residents to be able to reach city services from the comfort of their homes. But the question was, **"How to get it done?"** An internal team of five developers had to deal with inefficient and under-supported legacy systems, which meant projects took too long and frequently failed.

One of the critical apps that needed an urgent replacement was the one that supports the complaints management process against police officers. The CoO needed to provide a modern online mechanism for citizens to submit complaints and a digital case management solution for investigators and agency officials.

Problem

- The CoO's systems and processes were old and outdated (projects took too long and frequently failed)
- Services provided to residents required completing forms manually and in-person
- One of the legacy paper-based process that the CoO needed to replace was for receiving complaints against law officers
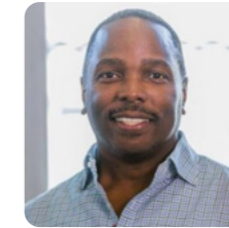
Solution

To address these challenges the CoO partnered with valantic to build the CPRA app and the OAKAPPS portal using the OutSystems low-code platform.

The new CPRA application consists of a public website where a citizen can report a complaint and monitor its status. In addition, CoO created a back-office case management app that supports the complex process of taking on a complaint, assigning it to an investigator, collaborating with Police Internal Affairs, and bringing the case to closure. The CPRA application replaces a legacy, paper-based process to give residents unprecedented transparency and easy online access.

OAKPAPPS is a resident-centric, single sign-on portal that houses all new and future city services applications (including CPRA), giving the City of Oakland the autonomy to continuously improve their e-government strategy.

Besides bringing both solutions to market, valantic played a critical role in kicking off the transformation and familiarizing the in-house team with the OutSystems platform. In fact, according to Andrew "Pete" Peterson, CIO/CTO at City of Oakland,

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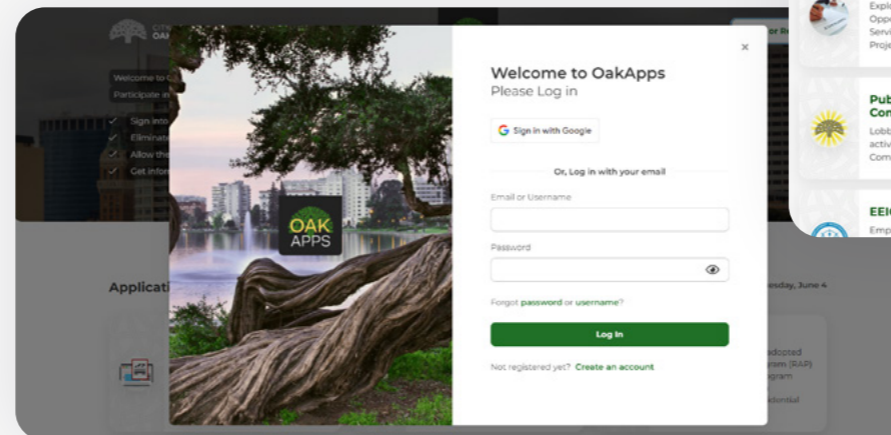
Solution

OAKAPPS (single sign-on portal to house city services applications) and CPRA (an integrated app to automate the complaints management process) developed by valantic with OutSystems

Results

The CPRA application was delivered in 16 weeks with three developers. The new application provides a modern solution to receive and manage citizen complaints against police officers, saving an estimated 32 weeks if built by hand.

The main benefits to the business include:

- Allows residents the unprecedented ability to file and track complaints of police misconduct online via phone, tablet, or computer

- Provides a case management infrastructure so intake and investigatory staff have a centralized location to build and store electronic case files, and supervisors can track the progress of investigations as well as staff workloads and workflow

- Provides back-office functionality to perform advanced analytics on data related to investigations, allowing CPRA staff to track patterns of complaints and investigatory details and to create the flexibility to change the functionality of the system as the needs of the CRPA change

Other key business outcomes from the OA-KAPPS portal include:

- Faster app development and deployment makes the CoO's digital transformation a reality

- Single sign-on increases access to city services and gives the CoO a 360-degree view of each resident for meaningful cross-promotions

- Increased in-house development credibility from quick wins translates to more projects in the pipeline

Outsystems Innovation Award

The CPRA app was recognized with the "Transformation in Government" Innovation Award by OutSystems.

Results

"The system revolutionizes CPRA work and makes it easier than ever for the public to hold our police officers accountable. As part of OAKAPPS, it offers residents fast, secure, and private online access to CoO programs and services—anytime, anywhere, from any device. Resident-centric digital transformation is now a reality in our city, and valantic gave us the boost we needed. They fully understood our pains and came out with the best possible solution, ensuring us the autonomy to evolve, and they're always available for any support we may require,"

concludes Peterson

In addition to resident-facing applications, the CoO has also developed a number of internal solutions that streamline processes and save budget. For instance, the Police HR Management application was developed in-house, saving 75 percent of the initial budget allotted.

In just 1 year, Oakland delivered an impressive eight apps, boosting the internal development team's capacity and resulting in 14 new apps being added to the pipeline. Peterson estimates that by using OutSystems, the CoO has saved years of development time and close to $1 million, in part by bringing more projects in-house and by canceling expensive third-party subscription fees to support legacy apps.
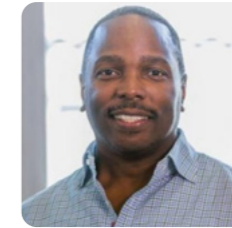
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Results

Photo: Greg Linhares

Key Numbers

- $1 million development savings
- 1 portal to host all citizen-facing apps
- 8 apps delivered in 12 months
- 16 weeks to deploy the CPRA app (saving an estimated 32 weeks if built by hand)

⚐ The Benefits

→ Build apps quickly and successfully
With the OutSystems platform, the CoO can build apps quickly and successfully throughout the OAKAPPS portal to serve more residents in more ways

→ Flexibility
The support of valantic gives the CoO the flexibility to pull in additional resources when needed to accomplish their goals

→ File and track complaints
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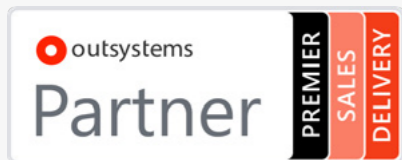
valantic

About us

valantic is a services company dedicated to building web and mobile applications using OutSystems low-code platform. We are experts in agile delivery and believe in building lean solutions that bring immediate impact to your business. Serving customers all around the world our experts can help you maximize your investment in OutSystems.

What can you achieve with low-code?

Share your specific business challenges and discover the art of the possible. Lean on us as your trusted OutSystems Partner.

outsystems Partner PREMIER SALES DELIVERY

Find more at

www.valantic.com/en/low-code/

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