This fast-growing suburb innovates with C2

IT service management

Location: greater Montreal, Quebec	**Population:** 24,000	**5-year population increase:** 8,3%

When Vincent Marcoux moved to Beloeil (a suburb of Montreal in the Canadian province of Quebec) to take up the position of Head of IT, he brought with him 15 years of experience working with C2 at the municipal office of his former place of residence. He knew that implementing an ITSM solution would be the first order of the day to give municipal management a much-needed boost.

After carrying out various competitive analyses, C2 ended up a clear winner once again. No wonder; municipalities are now more connected than ever and Beloeil's motto just happens to be Built to innovate.

"C2 gives us the tools we need to innovate our own way," says Vincent. "With our old systems, we couldn't think outside the box. Now, with all the automation options, CMDB and processes, we can truly walk the extra mile."

Residents' needs come first

Other solutions on the market typically offer only one form template for all types of requests. Since the implementation of C2, the IT team in Beloeil has already created 65 different types of forms, each adapted to a specific request, whether it's for recycling bins, subsidies, permits, event planning or access to information. The customizable aspect of the portal is a real asset that saves valuable time for both city employees and taxpayers.

"When it comes to municipal governance, we are being asked to be more and more transparent and to do more follow-up with our residents. With C2, we now have a centralized and customized portal. Employees and residents can make requests, receive an acknowledgment of receipt and get a follow-up quickly and easily."

> " With C2, we now have a centralized and customized portal. Employees and residents can make requests, receive an acknowledgment of receipt and get a follow-up quickly and easily."
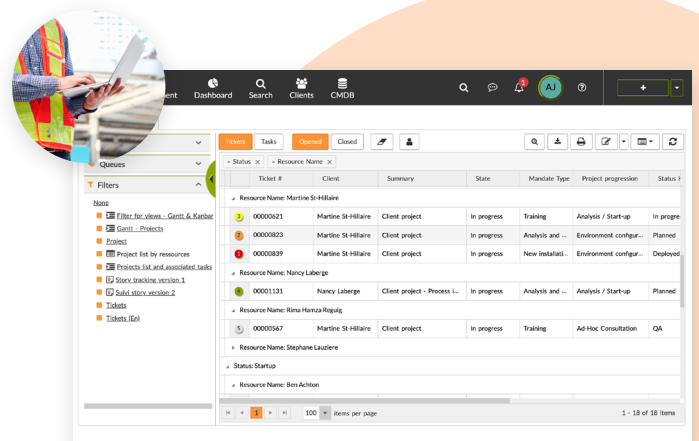
Leveraging speed and efficiency

The process of obtaining subsidies used to be very cumbersome and involved multiple steps, which left more room for error. Feedback and follow-ups were ad-hoc or skipped entirely.

"Now it takes an average of seven minutes to process a subsidy application. It's all generated automatically: The acknowledgment of receipt, the check request for finances and the follow-up email for the resident."

This is what the city ultimately aspires to: a simplified and ever-more efficient management of residents' requests.

"At the City of Beloeil, we rely on lean management to optimize our processes and their efficiency. C2 helps us perform better in our day-to-day operations."

A good example is the use of C2 on tablets by blue-collar workers. Employees can complete information about tasks performed directly in the field (such as a specific area of peat to be repaired) and tickets are automatically sent to the right resources. Once the task is completed, the ticket can be closed directly from a mobile device.

Task management with a robust CMDB

Vincent also praises C2's configuration management database (CMDB).

"No one thought we could manage our contracts or recurring tasks from the CMDB, but it turned out to be a breeze. Automatic tasks are created at the right time, as needed. Almost 20% of all tickets created to IT are recurring tasks, such as annual contract renewals or monthly equipment maintenance. Last year, this meant 581 recurring tasks that are automatically created at the right time!"

"When staff were rotated or reassigned, recurring maintenance or renewal tasks were sometimes forgotten. Thanks to C2's CMDB, this is no longer the case. It's reassuring for all teams to know that we have a tool that helps us manage our tasks every day."

"Now it takes an average of seven minutes to process a subsidy application. It's all generated automatically: The acknowledgment of receipt, the check request for finances and the follow-up email for the resident."
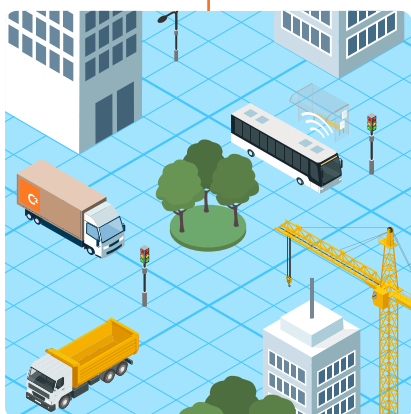
Beyond the IT department

Several municipal divisions in Beloeil use C2 already and the number is set to increase in the coming year – IT, library, public works and urban planning, to name a few.

"We started with IT, of course. Then the pandemic hit and we had to optimize the workflows for borrowing books from the library. We managed to integrate the whole library team on C2 with great success. More than 7,400 loan requests have been made online in the past 18 months!"

What's next? The city's HR department will soon implement a new management service and Vincent will be leaning on C2 once more.

"We have a big project coming up: the management of job applications and job terminations. When you hire someone in a city, there are between 50 and 80 tasks to be done over a six-month period. Currently, it's not always well structured, but thanks to C2's workflow automation features, we'll be able to create these 80 tasks at the right time and assign them to the right people."

"We managed to integrate the whole library team on C2 with great success. More than 7,400 loan requests have been made online in the past 18 months!"

Continuous innovation

Vincent recommends good training for internal employees so that all the possibilities of C2 are leveraged to their full potential. It also enables process flexibility beyond the ITIL framework. After all, C2 isn't just for IT; it adapts to the needs of all types of services!