

Safe
Software

The FME: Winner's Circle

 Local Government

Success stories from organizations like yours that trust FME.

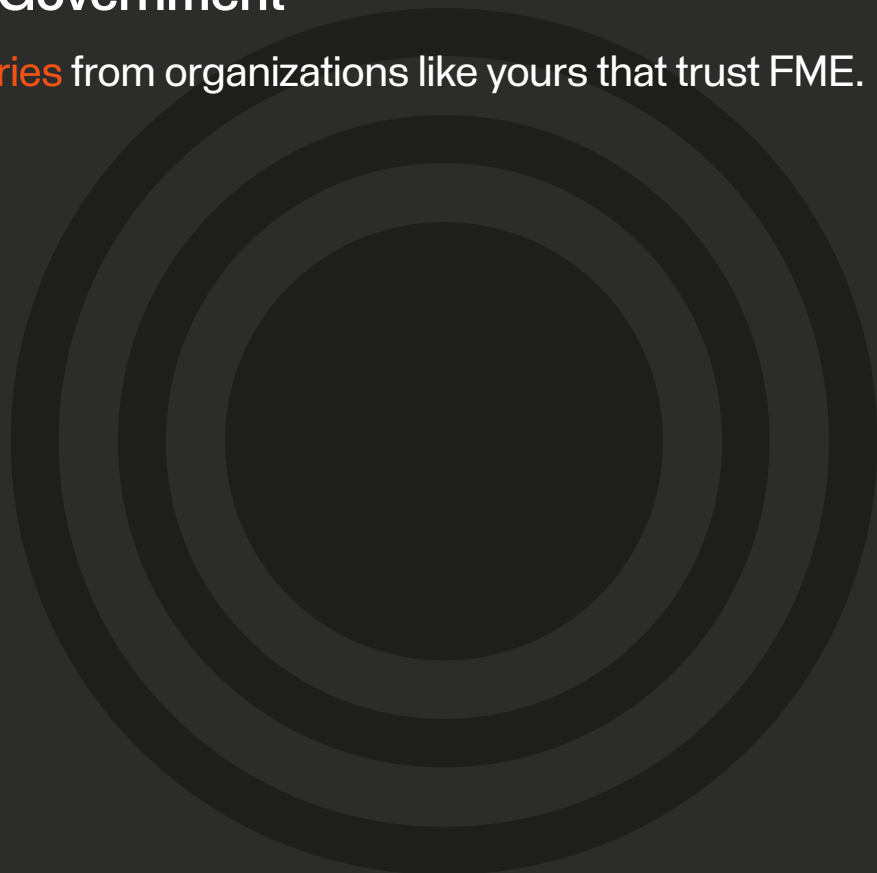


Table of Contents

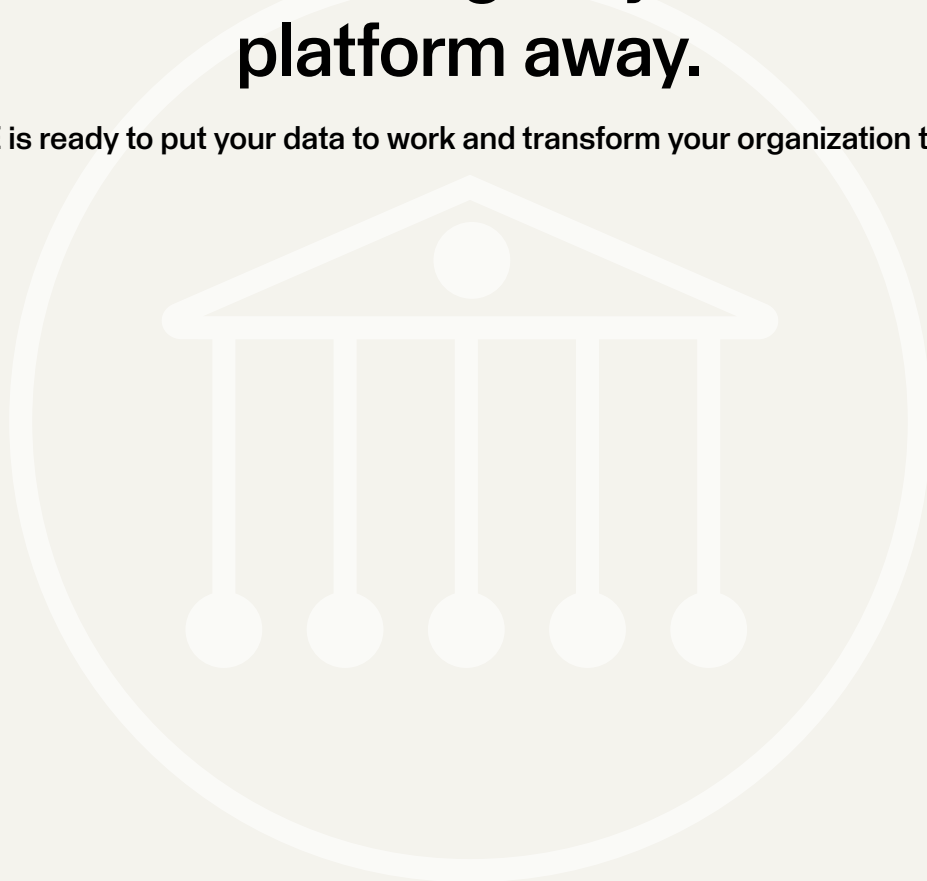
- 3 Real Change is a Platform Away
- 5 Empowering Local Government with FME
- 7 Benefitting from a Data Integration Platform that has Strong Spatial Capabilities
- 9 Customer Stories
 - 10 City of Surrey
 - 11 City of San Jose
 - 12 City of Burnaby
 - 13 City of Henderson
 - 14 Santa Clara County
 - 15 City of Fremont
- 16 The Value of FME for Local Government
- 17 About Safe Software





Real change is just a platform away.

FME is ready to put your data to work and transform your organization today.





Empowering Local Government with FME

Local governments face complex operations, managing diverse data across departments to enhance community life and meet various mandates. FME streamlines these processes through data integration, enabling efficient, reliable, and modern services. It offers seamless integration across systems like asset management, GIS, and more, optimizing workflows such as digital plan submissions and enhancing services like Next Generation 9-1-1. Furthermore, FME aids in creating open data portals for improved citizen engagement, demonstrating its essential role in modernizing municipal services.

Find out where FME is already at work for local governments on page 9.

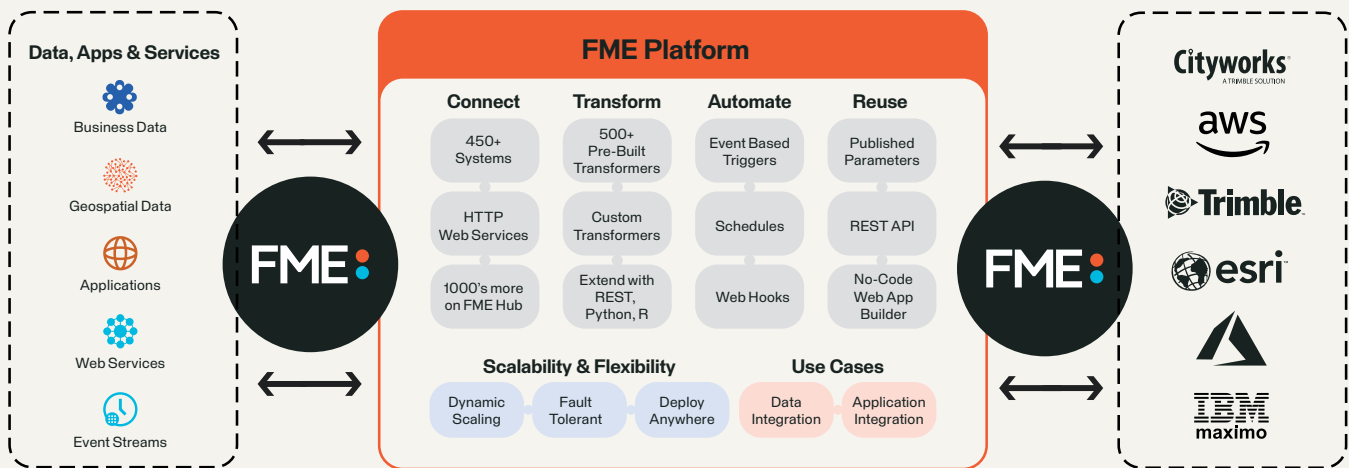




Benefitting from a Data Integration Platform that has strong spatial data capabilities.

- **Spatial Data's Universal Impact:** Spatial data influences everything from emergency services to everyday conveniences like finding a coffee shop, bridging digital and real-world experiences.
- **From Optimization to Transformation:** While often underutilized in decision-making, spatial data acts not just as a component but is the catalyst for transitioning from digital optimization to true digital transformation, revealing new relationships and insights.
- **Competitive Advantage with Spatial Insights:** Utilizing spatial data delivers smarter decision-making, uncovering market opportunities, and efficient resource allocation, setting organizations ahead of competitors who overlook its value.

The FME Platform has built-in support for thousands of systems as well as 800+ out-of-the-box transformers allowing users to build and automate custom integration workflows without having to code. Whether your data challenges have to do with spatial data, big data, stream processing, distributed processing, parallel processing, cloud migration, or business intelligence, FME is here to help you spend more time using data, and less time fighting it.



How using FME provides value.

Data in All its Forms

From real-time events and streams, spatial, application, database, 3D, AR and more. You name it, FME supports it.

Goes Anywhere Your Data Goes

The best place for integration technology is close to your data. Whether it's on-premises, hybrid, or multi-cloud – there's a fit for you to deploy one or all of them as part of one deployment.

No-code. A new level of productivity.

Low code is still code. With FME's no-code environment you can build workflows, web applications and full blown automations without ever writing a line of code!

Enterprise Automation

Save time and resources by connecting applications across your organization and automating manual tasks.

Unrivalled System Support

From ETL to Zero ETL, to live connection with over 600 systems and more added all the time. Get data to where it needs to be so you see your entire enterprise.

Pricing that Makes Sense

You get it all, every connection, every component, every capability, and as many users as you want all included. No extra.

Customer Stories

City of Surrey

City of San Jose

City of Burnaby

City of Henderson

Santa Clara County

City of Fremont





City of Surrey

Revolutionizing water management: City of Surrey delivers water meter status data in seconds with application integration

Surrey, BC's second-largest city, wanted to replace manual workflows with real-time API-based updates. They revolutionized their water management by integrating over three applications with FME, enabling real-time updates and inter-departmental collaboration. This initiative streamlined water meter installations, enhancing operational efficiency and accuracy across the city.

- **Main Use Cases:** Real-time data updates, application integration, and improved service delivery.
- **Goal:** Streamline water meter installations for efficiency and accuracy.
- **Pain Point Before FME:** Delays and manual data reconciliation across departments hampered project progress.
- **Scenario Before FME:** Weeks-long wait times for water meter data updates, leading to inefficiencies and potential inaccuracies.
- **Results with FME:** The city now enjoys instant data updates, transforming weeks of waiting into mere seconds, significantly boosting operational efficiency and accuracy.

For more on how the City of Surrey achieved these remarkable results, explore their journey [here](#).

“FME provides a flexible and powerful toolkit to coordinate information integration between application systems that traditionally don't get along very well. This provides us with the capability to streamline complex business processes across multiple city departments, which dramatically shortens and simplifies service delivery to Surrey citizens and businesses.”

Roger Wong-Moon
IT Architect, City of Surrey



City of San Jose

A connected city: City of San Jose uses FME to break down data silos

With a \$3B operational budget and over 6K employees, the City of San Jose utilized FME to dismantle data silos, offering a mobile-friendly, self-service interactive map gallery to its staff and citizens while enhancing accessibility and organizational efficiency.

- **Main Use Cases:** Interactive map creation, data integration, data validation
- **Goal:** Improve data accessibility and integration across city departments.
- **Pain Point Before FME:** Data silos and lack of appropriate tools for data accessibility.
- **Scenario Before FME:** Staff and citizens struggled with accessing up-to-date city information due to siloed and inaccessible data.
- **Results with FME:** San Jose now boasts an updated, interactive map system accessible by all, streamlining data use and significantly improving citywide communication and planning.

For a more detailed exploration of the City of San Jose's journey with FME, you can find additional information [here](#).

“We use FME daily and have evangelized its use throughout the city to automate, extend and homogenize data workflows which once were impossible.”

Mike Brown
GIS Manager, City of San Jose

City of Burnaby



The City of Burnaby sets the leading example in North America for operational efficiency with its “Call Before You Dig” service

Burnaby, the third largest city in British Columbia, revolutionized its “Call Before You Dig” service using FME, ensuring 24/7 ticket processing and reducing processing times to 1-3 minutes per ticket. The automated process marks a significant leap toward operational efficiency and public safety.

- **Main Use Cases:** Underground utility protection, timely information delivery.
- **Goal:** Automate and expedite the “One Call” service for safer excavation practices.
- **Pain Point:** Handling a soaring number of requests manually was unsustainable, risking safety and delaying projects.
- **Scenario Before FME:** Weeks-long wait times for utility information packages, straining resources and increasing risks.
- **Results with FME:** Achieved a remarkable reduction in response times, enhancing safety and operational efficiency, and significantly lowering operational costs.

For more insights, visit the City of Burnaby’s [success story](#).

“Because of FME we were able to process tickets 24/7 – anytime, anywhere.”

Herman Louie
GIS Analyst, City of Burnaby

City of Henderson



Streamlining development with precision: The City of Henderson automates digital plan submissions with FME

The City of Henderson, catering to over 300K residents, revolutionized its construction plan submissions with FME, cutting down data integration times by 75%. This breakthrough, powered by automated CAD to GIS conversions, not only expedited the digital submission process but also heightened accuracy and responsiveness.

- **Main Use Cases:** CAD to GIS conversion, digital plan submission.
- **Goal:** Enhance the efficiency and accuracy of construction plan submissions.
- **Pain Point:** Manual data entry and processing led to delays and potential errors.
- **Scenario Before FME:** With manual submissions, the city faced duplication of work and increased risk of inaccuracies.
- **Results with FME:** The City of Henderson now boasts a streamlined, efficient digital plan submission system that ensures rapid and accurate processing, significantly improving operational efficiency and reducing the risk of errors for land developers and city planners alike.

Discover more about this transformative project and its impact on the City of Henderson [here](#).

“We chose FME for this project because the interface is easy to use and allows us to provide an adaptable solution to enhance interaction with the City’s partners.”

Erika Provost
Senior Utilities Business Analyst, City of Henderson



Santa Clara County

Enhancing emergency response: Santa Clara County's transformation

Santa Clara County, serving a population of 2 million, transformed its emergency response efficiency using FME. By integrating dynamic, city-sourced address mapping and unifying data across 17 cities, the county boosted the number of known addresses by 50%, significantly improving data accuracy for life-saving services. This innovative approach not only upgraded public safety but also showcased the critical role of location data in enhancing emergency dispatch systems.

- **Main Use Cases:** Address map creation, data integration, and improved response times.
- **Goal:** To synchronize emergency dispatch systems across jurisdictions for faster, more accurate responses.
- **Pain Point:** Previously, the outdated and fragmented dispatch system led to duplicative data and slow response times.
- **Scenario Before FME:** Struggled with inadequate address data, hindering emergency services.
- **Results with FME:** Achieved a unified, efficient emergency response system, significantly improving public safety across the county.

Explore the full transformation story [here](#).

“FME allowed me to make fast iterative changes to workflows as each city’s data turned out to be a discovery process where something unexpected always occurred. This flexibility better prepares me for upcoming changes that may be necessary for Next Generation 911.”

Steven Hong
Senior GIS Analyst, Santa Clara County




City of Fremont

Fremont leads the way with efficient RIPA data compliance

The City of Fremont leverages FME to streamline their compliance with RIPA, significantly reducing manual data correction efforts and saving over 780 hours annually on RIPA processes alone. The automated process enhanced decision-making and showcased an innovative approach to handling regulatory data requirements and improving overall efficiency.

- **Main Use Cases:** RIPA data submission, automated error checks, QA/QC.
- **Goal:** To coordinate efficient RIPA reporting for Department of Justice compliance.
- **Pain Point:** Challenges with errors in officer form submissions resulted in rejections, which require manual corrections.
- **Scenario Before FME:** Manual, time-consuming correction of data errors
- **Results with FME:** Automated workflows significantly reduce manual work and risk of human error, making daily RIPA processes 6 times faster.

Discover more about the City of Fremont's innovative FME projects.



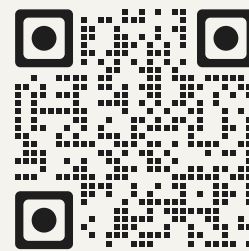
“FME is a lifesaver, and from a productivity, efficiency, and cost standpoint, it’s well worth its weight in gold.”

John Leon
GIS Manager, City of Fremont



The value of FME for local governments

FME by Safe Software transforms local government data management, providing tools for actionable insights and public service innovation. Its no-code platform tackles data integration challenges, allowing for the delivery of transparent, community-focused services. Tailored subscription options offer flexibility and unlimited access, ensuring governments can evolve with technology and mandates. This comprehensive approach empowers entire organizations to harness data for a smarter, more connected future.



For a deeper understanding of how FME supports local government, scan the QR code to explore further.



About Safe Software

Safe Software is an all-data integration solution company that helps organizations bring life to their data. With almost 30 years of expertise and 25,000+ enterprise customers across 125+ countries, whatever your data challenge is, we can help you.

Safe Software has been recognized in the Gartner Magic Quadrant for Data Integration Tools for 4 consecutive years. In the January 2023 Gartner Peer Insights 'Voice of the Customer' for Data Integration Tools, Safe Software was named Customers' Choice and was the only recognized vendor as North America's Customers' Choice.

Find out more at fme.safe.com

FME 
by Safe Software 