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High Point, N.C., Integrates Departments for Efficiency

The High Point, N.C., City Council, operating on a \$275 million annual budget, decided to undergo a reorganization to integrate various departments within the government infrastructure including finance, billing, payroll and human resources. The new alignment was designed to improve and centralize business processes and organizational data. Additionally, the city wanted to improve its annual budgetary review process. For the review, it needed the capability to perform departmental salary roll-ups and view financial data in a centralized, easily readable format in order to plan for the fiscal year.

The Human Resources department began charting with diagramming software. Chart creation was extensively time-consuming and vastly inaccurate. As management struggled with integrating the various departments, they quickly realized that their current software would not be sufficient for the citywide reorganization or functional enough for the budgetary review.

So the city turned to OrgPlus to chart the city's organization and departments. OrgPlus intelligent organizational charts gave the city the ability to visualize and understand resources and structure. Within the charts, management immediately saw open positions, missing layers of reporting and other structural discrepancies. By communicating these problems to city decision-makers through organizational charts, adjustments were quickly made.

Corrections were made to the HR data source and charts were updated by refresh immediately or on a set schedule. The city's organizational charts were no longer obsolete every time a change was made to the hierarchy, which allowed the city to correctly evolve through structural and departmental changes. The most up-to-date and accurate HR and budget information was published to the city intranet giving city HR employees and management a dashboard of city resources and a directory of employees.