



**new world**<sup>™</sup>  
a tyler public safety solution

## Customer Case Study

# Winter Haven, Florida

### Winter Haven, Florida

- Area Served: 40 square miles
- Population Served: 35,531
- Employees: 450

The city of Winter Haven, Florida uses New World's Decision Support and Business Analytics to assist with succession planning, permitting, licensing, and financial historical variation.

Winter Haven uses New World to analyze information, which helps the city generate highly-accurate reports any time of year.

With the information gathered from sourcing big data, Winter Haven is able to share real-time information with other municipalities throughout the country.

### Business Solution

- Tyler Technologies' New World<sup>™</sup> Software Solution

## Big Data in a Small Town

It was the innovation, stability, and vision offered by Tyler Technologies that attracted the city of Winter Haven, Florida to the nation's most-trusted local government software provider.

Winter Haven began its relationship with Tyler in 2003. The city had just come off of an out-of-date Clarion DOS system that could not provide the city with the functionality it needed in a software program. Now, more than a decade later, Winter Haven still benefits from its decision to use Tyler's New World<sup>™</sup> suite of public administration software.

### The Benefits of Business Analytics

Harnessing the power of big data has the potential to change the landscape of local government. Big data empowers municipalities to enhance existing reporting requirements by increasing financial transparency, improving analytical capabilities, and preparing for changes in staffing levels.

Winter Haven leverages its data by pulling operational information into a data warehouse and using New World's Decision Support and Business Analytics. This software empowers users to answer their business problems by cross-filtering data in dashboards and tools like Microsoft Excel®. According to the city's CIO Hiep Nguyen, Winter Haven uses Decision Support in the following ways:

#### 1. Succession Planning

Winter Haven can easily identify areas in their organization most vulnerable to retirement and turnover. To successfully manage these changes, employees can create longevity and age-tree maps that highlight these areas.

#### 2. Permitting & Licensing Activity

The city uses New World Decision Support to view permitting and licensing activity in bar charts and bubble maps, which can then be uploaded to a cloud service that provides users with remote access.

#### 3. Financial Historical Variation

Partnering with the city's auditors helps Winter Haven generate reports that determine historical changes in general ledger accounts, which allows auditors to identify outliers compared to prior trends.



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**“Local government needs flexibility with required reporting. It’s always been a battle, but with New World we’re able to do so much more than we ever realized.”**

— Hiep Nguyen, CIO for the City of Winter Haven

### Telling a Story with Big Data

Using data for discovery helps Winter Haven stay aligned with a changing world. Standard required reporting that used to be completed annually can now be performed during different increments of time allowing the city to compare trends in the data.

As a long-time New World customer, Winter Haven is able to pull from years of data, all of which has a story to tell.

“Just looking at the data we can tell that in the past seven years more than 50 percent of our staff is either new or in different roles,” Nguyen said. “The data opens itself up to really interesting questions, which gives us the ability to discover trends, identify issues, and ensure accuracy.”

### Going Forward

Business Analytics and big data open the door to a plethora of opportunities for knowledge sharing within an organization and with the community.

Nguyen said the city of Winter Haven will continue to evolve with technology and hopes to see more opportunities to use the data, ideas, and insights.

This information exchange also allows communities to share data with other municipalities.

“Information sharing benefits everyone,” Nguyen said. “New World’s software empowers us to access real-time data and share that with our workforce, community, and other municipalities.”

### Do More with Tyler Technologies

Want more information about the benefits of New World Decision Support and Business Analytics?

Visit our blog at [blog.newworldsystems.com](http://blog.newworldsystems.com) and find out how big data can empower your workforce and help open the doors of communication to local governments all throughout the country.

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