

# Nuisance Abatement Solution

Information Strategies (Infostrat) developed the Nuisance Abatement Solution (NAS) using the Microsoft CRM platform, which provides scalability, flexibility, and extensibility.

## BACKGROUND

Many cities and counties have laws on the books to address nuisance abatement issues but lack dedicated solutions. Neglected or abandoned property can become a place where criminal activity occurs, including drug violations, gambling, sex offenses, weapon offenses, gang activity, noise offenses, and disturbing the peace.

The purpose of Nuisance Abatement System (NAS) is to promote, protect and improve the health, safety and welfare of citizens of a city or community by enforcing regulations regarding property requirements.

When property owners are in violation of these regulations, a complaint is issued and an investigator is assigned to the case. The results of field inspections are stored in the system and all activities relating to the case are tracked.

In many instances, case information is tracked in spreadsheets or Microsoft Access databases. Such systems have several shortcomings such as the lack of document management, central database, reporting, audit trail, backup and automated workflow.

## SOLUTION

Infostrat developed a nuisance abatement solution that improves data management and analysis by allowing users to enter data through a familiar Microsoft Outlook interface enabling users to create ad hoc queries and reports without advanced programming skills.

Key features of the Nuisance Abatement Solution include:

- Integration with Outlook
- Automated workflows
- Storage for case information
- Storage of photographs
- Maps to show complaint locations

### **Solution at a glance**

Microsoft Dynamics CRM based application tracking nuisance abatement cases

### **Technologies Involved**

Microsoft Dynamics CRM, SQL Server 2008, SQL Reporting Services, Microsoft Office SharePoint Server 2007, Microsoft Virtual Earth, Microsoft Office Outlook 2007

The NAS provides custom reports to show case activity and status as well as ad hoc report writing capability. These reports may be published on the Internet to provide accountability to citizens.

Business rules can also be set up to allow multiple complaints on a property, as well as the consolidating and prioritizing of tasks.

Each user role has different permissions to access the NAS. From police officer to investigator, or local official, users can only view or modify data based on their user role and group. Security permissions are integrated with Active Directory.

The Nuisance Abatement Solution uses geo-mapping technology to display sites. Automatic scheduling is enabled to ease scheduling for investigators. The system notifies investigators when followup inspections are due.

Because Microsoft Dynamics CRM is integrated with Outlook, the learning curve for users is significantly reduced. Outlook integration provides one-click tracking of email correspondence and appointments regarding specific cases.

The Nuisance Abatement Solution is used by city and county governments to aid in their daily activities, reducing time, effort, documentation, and resources.

## ABOUT INFOSTRAT

Since 1987, Information Strategies has been delivering solutions to state and local government customers, focusing on line of business solutions, customer relationship management, portals, content management, document management and custom database applications. Specializing in Microsoft technologies such as Dynamics CRM, .NET application development, SharePoint, BizTalk, Active Directory, and Exchange, Information Strategies has completed over 900 technology projects since its founding.