• History of Hansen and the City of Hamilton
• What is “Hansen”? 
• Hansen 8 Upgrade Project 
• Questions
History of Hansen and the City of Hamilton

1987 - Purchased to manage fire hydrant inspections, 2 users
1995 - Manages all Water/Wastewater assets, 20 users
1999 - Expanded to Public Works Department, 60 users
2003-2006 - Major expansion in Public Works, 500 users
2012-2014 - Hansen 8 upgrade, supporting 700 users
What is “Hansen”? 

First and foremost Hansen is a maintenance management system to manage the condition of assets through work orders and inspections. It allows the Public Works operations to organize, schedule, and assign work to staff and contractors.
Assets Tracked and Managed

1,290,000 Assets
1,950,000 Work Orders
350,000 Inspections
255,000 Addresses
303,000 Parcels
Supporting Hansen Modules

• Over 2,800,000 Customer Service calls tracked including water services, tree services, traffic signs, snow removal, green carts etc.

• Over 50,000 active licenses tracked including waste hauler, water hauler, backflow, water - sewer service line repair applications and dog licences
Hansen 8 Upgrade Project

- It is a major upgrade from a Client Server application to a Web based application.
- Last upgrade was completed twelve years ago.
- It affects 700 users mainly in Public Works with approximately 150 users outside Public Works.
Hansen 8 Upgrade Project Phases

- It is a two year project with cost of $1.3 million
- Project is within budget and on schedule
- The project is divided into three phases: Phase 1 is complete, Phase 2 by the end of 2013, with Phase 3 by the end of 2014
Hansen 8 Upgrade Process

- Converting all assets, work orders, inspections, addresses, parcels, customer service calls and permits
- Rebuilding over 500 reports
- Developing interfaces to Hansen 7, PeopleSoft and GIS
- Testing and User Training for 700 staff
- Data conversion by Hansen, upgrade is done by City staff under Hansen guidance
Hansen 8 Upgrade Challenges

PC upgrades Windows 7-8

• Ensure Hansen 7 runs on new Microsoft platforms and PC’s

Redevelopment of Web

• Takes resources from Hansen 8 online license applications

Release of Hansen Version 8.3

• Upgrade now or at the end of the project
Hansen 8 Features

- Web based, with Google like auto fill, reduced keystrokes
- User defined dashboard
- Ability to customize layout
- Export queries directly to excel
- Auto e-mailing reports to staff/Councillors
Hansen 8 into the Future

- Technology for tablets, smart phones, barcoding
- Integrated GIS, start work orders from the map
- Citizen focused-self serve from their Smart phones
- Planning workshop for Councillors
QUESTIONS?