B2GNOW

The City of Fort Worth Goes Paperless and Saves Thousands with B2Gnow Diversity Management Software

The City of Fort Worth, ranked the 12th largest and one of the fastest-growing cities in the U.S., is home to more than 800,000 residents and an ever-growing, diverse array of new businesses and industries.

Within the city of Fort Worth, the Diversity and Inclusion Department promotes the values of diversity, equity, inclusion, and access. One of the ways the department fulfills its important mission is through the Business Equity Division, whose work supports capacity building efforts for aspiring and existing Business Equity Firms (minority and women business enterprises), or disadvantaged business enterprises.

FORT WORTH®

The Challenge

It was imperative for the City of Fort Worth's Business Equity Division to effectively achieve its diversity goals while simultaneously monitoring, tracking, and reporting on a variety of local programs and complex data. However, there were several roadblocks and issues holding the city back from meeting these goals, improving their processes and becoming more efficient.

First, the division operated on an antiquated administration system that was built in-house and was outdated with too little of standardization. Second, nearly everything was a manual process. The file cabinets were overflowing, the fax machine ran throughout the day, intakes were managed through walk-ins, faxes or paper mail; and there was inventory overload with excess office supplies. The drawbacks of the manual and inefficient processes were many: high costs, lost time filing, faxing, retrieving faxes, looking for misplaced or missing files and more. Furthermore, it would often take administrative staff 2-3 days to manually record, file and store.

The Solution

The City of Fort Worth knew there must be a better way to manage and grow their local programs. The City committed to cleaning-up their processes and going paperless with B2Gnow Diversity Management Software.

The team understood that, working hard but inefficiently would not suffice, so before adding technology, it was critical to first have a corresponding reduction in process complexity.

Therefore, prior to going live with B2Gnow, the City of Fort Worth participated in a lean leader program that mapped out important steps of the clean-up process such as: analyzing processes, brainstorming the "why" behind them, determining root causes, reviewing systems, technology and more. The outcome of the lean training was standardized processes for commonly performed tasks, reduced costs, minimized risk and more.

"What began as a quest to go paperless has morphed into a full-scale, ongoing office reboot that is steadily improving internal operations and enhancing customer experience," commented Gwen Wilson, Business Development Manager at the City of Fort Worth, Economic Development Department, Office of Business Diversity Division.

The Result

Following the internal clean-up process, The City of Fort Worth successfully implemented B2Gnow Diversity Management Software. As B2Gnow offers configurable and flexible modules, The City of Fort Worth could pick and choose the modules that best fit their organization's needs, helping them achieve their diversity goals while simultaneously monitoring, tracking, and reporting on a variety of local programs and complex data.

Specifically, The City of Fort Worth implemented B2Gnow's Vendor Management / Baseline System, Goal Setting, Contract Compliance and Proposal Modules.

The Goal Setting module allowed The City of Fort worth to handle the intake process through the B2Gnow system and move away from error-prone Excel sheets and PDFs. Instead, they're now able to establish all goals online using availability data through the Goal Setting Module, resulting in accurate goals and justifiable data to back it up.

The City of Fort Worth leverages the Proposal Module combined with the Goal Setting Module to store intake requests for goals, waivers and other requests submitted electronically in the docs tab. Proposals are now easily accessible in a virtual file folder and project coordinators can begin initial review without any printing required.

"Within the Contract Compliance module, we were able to replace hard file folders and numerous print copies of supporting documentation because all verification information to validate a firm's certification was already in the B2Gnow system. Now we're simply attaching the prime's utilization plan with letters of intent. Once the contract is awarded and work awarded, monthly compliance audits are completed by the prime contractor through the system," continued Wilson.

"Prior to leveraging B2Gnow, we were receiving over 1,200 paper reports monthly. B2Gnow has seamlessly automated this monthly report process through its audit feature. Now the responsibility is on the subcontractors to confirm receipt of payments within the B2Gnow system," stated Wilson.

About B2Gnow Supplier Diversity Management Software

Founded in 1999, B2Gnow is the most comprehensive and widely utilized diversity, procurement, and grant management software provider in the United States. B2Gnow is leveraged by hundreds of government, education, and private sector organizations that manage over one million vendors on the platform. The B2Gnow cloud-based solution allows organizations to track the participation, utilization and contracting details of disadvantaged businesses, such as minority business enterprises and women businesses enterprises. B2Gnow maintains the single largest database of disadvantaged business entities in North America, helping the federal government, more than half of state governments, and hundreds of counties, cities, airports, and Fortune 500 companies manage their supplier diversity and compliance programs through technology solutions. The modular platform addresses all aspects of supplier management on the diversity and compliance spectrum.

Aside from an incredible increase in efficiency due to better processes and automation, additional annual time and cost-savings results following the implementation of B2Gnow were also very apparent:

Copier costs
From $4,000 to approximately $900

Overtime pay
Greatly reduced

Postage
$200 to $5

Safety issues
Eliminated due to no more carrying filing boxes

"Thanks to B2Gnow Diversity Management software, coupled with a lot of hard work to improve processes we are now fully automated, 100% paperless, all contracts are processed in the B2Gnow system, and we have a waste-free mindset," added Wilson.

For more information visit **B2Gnow.com** or call **602-325-9277.**