

# ROI SHOWCASE

## City of Bellevue

### HP Case Study

City of Bellevue  
Bellevue, Wa.

*Founded in 1869, Bellevue, Wa., is the state's fifth-largest city with a population of more than 105,000 residing over 31 square miles.*

### Next Stop: Wireless City

Residents of Bellevue, Wa., can sleep better at night knowing that the city's new wireless initiative makes police officers and firefighters better equipped to save lives. If a child is reported missing, for example, police officers on patrol can save precious minutes by receiving a description—complete with photo—on wireless Hewlett-Packard iPAQ Pocket PCs without leaving their beats.

After the 2001 Olympia earthquake shook Washington, city officials had noticed that only wireless data networks were consistently available. Nearly all other forms of communication—telephones, cellphones and even police radios—were either knocked out or overwhelmed by the communication traffic of Bellevue's rattled citizens. Equipping police officers and firefighters with wire-



less handhelds will improve emergency responsiveness by ensuring they can communicate under any conditions.

In addition, builders and remodelers in Bellevue can get started on projects faster than almost anyone, anywhere. That's because city building and safety inspectors use wireless iPAQs to access building code information and forms while in the field, saving trips back and forth to the office.

### Their Solution

Wireless technology leaders HP, Sierra Wireless, Infowave and AT&T Wireless helped the City of Bellevue plan and implement this pilot program involving some 100 employees in 12 city departments. Bellevue's pilot wireless solution included:

- HP iPAQ Pocket PCs with wireless expansion packs
- Compaq EVO notebook PCs
- Sierra Wireless Aircard 300 network cards
- Infowave Business Engine middleware
- AT&T Wireless data services

### The Result

The city will complete a full evaluation of the pilot program in early 2003. But officials are reporting that the project is already extraordinarily successful. In less than a year, the ability of city employees to access and send information remotely, and communicate via e-mail while in the field, has yielded noticeable benefits. The wireless program has reduced the amount of time employees spend filling out paper forms, as well as the time it takes to pass system data to field employees. And remote access to building codes, forms and work orders has virtually eliminated the

need to return to the office for more information. In addition, permit inspection approval times are now so reduced—often yielding same-day turnaround—that something has been gained that most people don't associate with the building permit process: customer satisfaction.

### Pleasant Surprises

Bellevue's pilot program has also defied conventional IT wisdom by going more smoothly and costing less than anticipated. For example, Bellevue was pleased to find that deployment of the HP iPAQ Pocket PCs was easy and fast, and that users required fewer help-desk calls than usual. Application development also went very quickly and relatively inexpensively, and the city discovered the added bonus of being able to reuse many of the Web-based applications it had created.

Whether your organization is in the public or private sector, HP can help you plan, design, implement, manage and support mobility and wireless solutions. To find out more, visit [www.hp.com/go/wireless](http://www.hp.com/go/wireless).



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