

## Service Nova Scotia and Municipal Relations, Province of Nova Scotia

Improves internal workflow and customer service with help from iasWorld by Tyler Technologies.

### Introduction

The Assessment Services department of Service Nova Scotia and Municipal relations determines property assessment values for every property in Nova Scotia every year as required under the Nova Scotia Assessment Act.

### The Challenge

Overhaul customer relationship management to meet provincially mandated 48 hour response times by improving internal workflow. As well as provide improved access to enterprise data for the public, municipal users and internal staff.

### The Solution

iasWorld's integration framework and the iRespond CRM productivity tool were implemented to provide role appropriate views of enterprise data to stakeholders throughout the province and a messaging framework to manage citizen correspondence and workflow task assignment.

### Business Value

iasWorld enabled Service Nova Scotia and Municipal Relations (SNS) to improve citizen satisfaction and comply with new provincial rules by reducing internal CRM workflow from 7 steps to 3. The agency was also able to save money as they no longer needed to license incident logging software from the 3<sup>rd</sup> party call centre hired to handle citizen inquiries during peak periods. In addition, the products have provided SNS with time and resource savings by providing direct access to enterprise data for public, municipal and internal users – reducing data requests.

### The Environment

- 79000+ incidents logged into iRespond since 2002
- 3500000+ hits per month on the public access site
- Services 200+ internal and municipal users

*iasWorld is helping us achieve our CRM goals, and provide our internal and municipal users with the data and tools they need to do their jobs, which is to ensure fair and defensible assessments.*

Kathy Gillis  
Director of Assessment  
Province of Nova Scotia

### Client

[Service Nova Scotia and Municipal Relations](#)

### Jurisdictions

5 geographic regions  
54 municipalities  
565000 properties

### Akanda Solution

[iasWorld](#)  
[iRespond](#)

## About Tyler Assessment and Tax Division

The Tyler Assessment and Tax Division was created to develop best-of-breed property tax software solutions and make full use of the vast amount of industry and technical expertise contained within all Tyler companies. The division is comprised of Tyler employees from many organizations including CLT, ARS, and TSG. By more effectively allocating resources and reducing organizational redundancies, we are able to develop better products.