

CUSTOMER STORY

MACON-BIBB COUNTY, GEORGIA

HIGHLIGHTS

CUSTOMER DETAILS

INDUSTRY: State & Local Government

USE CASE: Department Planning

ESTABLISHED: 2014

DEPARTMENT: Countywide

EMPLOYEES: 5,000+

POPULATION: 155,000+



“I think [Achieveit] is a good return on investment. It's saving me time and saving my department heads time. My county manager report is more focused and it's only 12 pages, as opposed to 90. But again, this departmental update with Achieveit is really the lynchpin to make that happen.”

– Keith Moffett
County Manager

ABOUT MACON-BIBB COUNTY

Macon-Bibb County is Georgia's fourth largest city. It serves as a focal point for cultural, transportation, and logistics activities within both the region and the state. The governing body plays a crucial role in providing vital infrastructure, services, and programs that enhance the economic and cultural landscape, benefiting individuals, families, and businesses.

LIFE IS GOOD

In July 2011, voters approved a plan to unify the Macon-Bibb County government, consolidating both city and county administrations. This change officially took effect on January 1, 2014, with substantial community backing. As Georgia's newest consolidated government, this transition brought about various public initiatives and projects throughout the newly unified county.

BIG CHALLENGE

The consolidation, however, brought about a blend of Word documents and lengthy email threads containing updates from various departments. Collecting these updates was a time-consuming process, with each contributor offering updates in their own unique manner. While some provided extensive commentary, others were more concise. The monthly reports to the Commission were lengthy, often spanning up to 90 pages. This posed difficulties for the county manager in handling and organizing the data.

HELP ARRIVES

So, they turned to Achieveit. The platform swiftly converted the former Word reports swapping manual data collection with automated emails sent to the appropriate individuals. With the county manager's early approval, teams quickly embraced Achieveit for its user-friendly approach. With guidance from the Achieveit Customer Success team, everyone was able to understand crucial data and choose their preferred reporting style, resulting in unified communication. The team also created public-facing dashboards, including the [Macon-Bibb Fire Department](#) and the [Public Works Department](#), to visually display data across 14 departments and foster transparency within the community.

LIFE IS EVEN BETTER

Now, Macon-Bibb County government's monthly reporting is optimized, providing transparency regarding completed initiatives to both citizens and leadership. The new 12-page report prominently features Achieveit dashboard links to showcase departmental updates. Thanks to this streamlined process, the team now has more time to give back to the community and other public agencies. In "Phase Two," they plan to expand their use of the platform by adding other information from each department and utilizing the full range of features and functionality. By spending less time with manual updates, the Macon-Bibb team can continue their mission to enhance the economic and cultural landscape in the county.