

# City of Tyler RFID Inventory Audits



## COMPANY PROFILE

The City of Tyler is an economic hub in northeast Texas, and is known as the Rose Capitol of the United States. The municipal government for the City of Tyler comprises more than 30 departments providing a wide range of services for local citizens including police, fire, municipal court, utility services, and parks and recreation to name a few.

## BUSINESS SITUATION

The City of Tyler's IT department found it difficult to efficiently track the IT assets for the city's various departments across all of the government buildings in the city. This made it difficult to keep an accurate inventory of the city's IT assets day to day and for annual budgeting purposes. The IT department wanted a way to automate IT asset tracking and reporting with a modern asset tracking system to alleviate these issues.

## TECHNICAL SITUATION

The IT department previously maintained an Access database with basic reporting capabilities, but the system lacked any mobile scanning functionality which meant inventory audits had to be performed manually and were tedious, time consuming, and prone to error. The customer wanted a way to automate and improve data entry with RFID and mobile computers and also make asset information more easily accessible with a centralized web-based tracking system.

## SOLUTION

Lowry implemented a solution using passive RFID tags and mobile computers powered by the Lowry Asset Control System (ACS). The system centralizes all IT asset information and makes it available through the ACS web application and web-based reporting module. With ACS, users are able to quickly and easily perform inventory audits and find relocated assets using RFID.



## CUSTOMER PROFILE

City of Tyler, Texas

**Industry:**  
Government

**Solution:**  
Lowry Asset Control System  
Motorola MC9090-RFID Mobile PCs  
Omni ID Prox RFID Tags

**Benefits:**  
Real-time asset visibility  
Improved asset & process accountability  
Reduction in time needed for audits



## BENEFITS

Using ACS to track their assets throughout all of the local government departments and locations has enabled the IT department to maintain more accurate inventory records with less effort spent on auditing each location's inventory and finding relocated assets. IT managers can now easily report on each departments' inventory of IT assets for annual budgeting purposes.

“Needing to better track our IT Assets, we engaged Lowry Solutions in order to implement their LowryTrack ACS Asset Tracking solution. The Lowry team very quickly demonstrated a clear understanding of our requirements and just as quickly delivered some very valuable enhancements that helped us in year-end reporting. During the project implementation phase, Lowry Project Management followed through with great professionalism to ensure a smooth and on-time implementation. We are now able to view asset information much more easily and find relocated assets much more quickly via RFID, the new mapping feature, and the very helpful reports produced by the system.”

- Benny Yazdanpanahi, City of Tyler



**LOWRYTRACK**  
- ACS -

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