

New York City Housing Authority

The Largest Public Housing Authority in the Nation Successfully Utilizes Interloc's Mobile Informer Solution

CASE STUDY

THE BREAKING POINT

Printing millions of work orders each year wasn't sustainable. NYCHA knew that simply adding a mobile layer wouldn't solve the problem.

KEY METRICS

What makes this implementation remarkable isn't just that it works—it's how much it handles, every hour of every day.

 **1.2 MILLION**
LOCATIONS

 **500,000**
ASSETS

 **10,000**
WORK ORDERS OFFLINE

ABOUT NYCHA

NYCHA operates at a scale few organizations can match. With 170,000 apartments and more than 500,000 assets, the authority processes over 100,000 work orders daily—all in service of providing safe, clean housing to New York City residents.



CHALLENGES

A 100% paper-based maintenance process sat at the center of daily operations. As demand increased, that system began to break down. Work orders took months to complete. Manual data entry consumed valuable labor hours. Supervisors were tied to desks just to access the most current information. Every step—from assignment to completion—relied on paper, signatures, and physical handoffs.

SOLUTIONS

Interloc delivered a custom Mobile Informer solution designed specifically for NYCHA's environment. Instead of introducing middleware or external systems, Mobile Informer operates directly within Maximo's native architecture.



**WORK
MANAGEMENT
USERS**



**INVENTORY
USERS**



**HOURLY
TRANSACTIONS
PROCESSED**

BENEFITS

- 1 Connected Work:**
Before Mobile Informer, work orders moved slowly through a fragmented, manual process. Today, NYCHA workers manage the entire lifecycle of a work order directly from the field.
- 2 Real-Time Execution**
What once required back-and-forth communication and delays now happens instantly.
- 3 Total Visibility**
Mobility didn't just transform field workers—it changed how supervisors operate with their teams.