



## City of Garland builds a community of citizen developers

The City of Garland includes 45 business units which serve the citizens of Garland including IT, facilities management, accounting and finance, fire department, parks and recreation, and more. To support business process improvement across the city, its IT department implemented the Nintex Platform with SharePoint.

To help support improvement across all business units, the City of Garland chose to make Nintex available to business users across city departments. Now, business users without coding skills are delivering custom process automation solutions that improve city services and drive new efficiencies by leveraging Nintex.



Increased visibility and tracking

**\$4M**

Dollars saved by enabling the business to build their own custom solutions



Improved government services for constituents



**Company**  
City of Garland

**Website**  
[garlandtx.gov](http://garlandtx.gov)

**Industry**  
Government

**Country**  
USA

**Capabilities Used**  
Advanced Workflow  
Modern Forms  
Process Analytics  
Mobile Apps

### Who they are

The City of Garland, Texas is located northeast of Dallas with a population of more than 240,000. The City's 45 business units are responsible for providing services to its residents.

### What they need

A no-code process automation tool that could be leveraged by business users across the city to build their own digital business solutions.

### How they did it

Nintex Premier Partner DataBank helped the City of Garland implement the Nintex Process Platform and provided training to the city's IT and business users.

## The City of Garland transforms with the Nintex Platform



I got into firefighting and riding this ambulance to help people, not to fill out all this paperwork and make sure government regulations are met. With Nintex, that part of my job has been minimized so that I can back to the part that I do enjoy.

**Scott Johnson, Firefighter/Paramedic, City of Garland, TX**

