



Case Summary

The City of Yonkers encompasses a land area of approximately 18 square miles. At the time of incorporation in 1872, the population was approximately 7,500. With a current population of 196,000, Yonkers is the fourth-largest city in New York State and the largest city in Westchester County.

Bordering New York City, Yonkers is 10 miles north of midtown Manhattan--at the hub of the tri-state area--and offers virtually unequalled access to the nerve center of the world. Within Yonkers, 45,000 residents live within a one-mile radius, 215,000 within three miles. This density offers minimal neighborhood competition for business!

The entrepreneurial spirit that prompted Yonkers founding resulted in:

- The first elevator safety devices (that eventually made modern skyscrapers possible) were invented in 1854 by Elisha Graves Otis.
- The first elevated-mass-transit-system in the world was invented in 1867 by Yonkers resident Charles T. Harvey and financially backed by a group of Yonkers Investors.
- The first game of golf in the United States was played in 1888 at the St. Andrew's Club on North Broadway.
- The synthetic plastic "Bakelite" was invented by Leo H. Baekeland in 1906.
- FM radio broadcasting was invented by Edwin H. Armstrong in 1912.
- The first practical dynamo was invented and produced in Yonkers, as was the first practical electric engine.

The city has standardized on Microsoft® technology including Windows®, SQL Server and Office. PSI software incorporates Microsoft® standards to ensure reliable, robust & progressively improving software.

Staff at the **City of Yonkers** have endured inadequate alarm & towing systems for several years. Inefficiencies of the systems resulted in additional labor and missed revenue opportunities. This led the city to search for a full featured software application that could integrate with their general ledger package, provide flexible ad-hoc reporting and offer the efficient means to notify and track individual account activity. In 2004, **Progressive Solutions®** demonstrated their Alarm Tracking Software to the City of Yonkers, New York. After years of searching for a solution, city staff determined **Progressive Solutions®** was the best candidate to solve their dilemma! Consequently, in September of 2005, the city successfully partnered with **Progressive Solutions®**. According to Joan Deierlein, the City Clerk: "The migration went quickly and efficiently. PSI support has also been prompt, knowledgeable & effective. In fact they offered suggestions for processing permits & responses more efficiently." Linda A. Infante, Director of Information Technology, was looking for a turn key system so city staff could focus on priorities not readily solvable by off the shelf software.

The City utilizes both **AlarmTrack™ & TowTrack™** to process the respective permits and to provide valuable information to other departments through the use of ad hoc queries and custom reports. **AlarmTrack™ & TowTrack™** were configured to meet city specific requirements. For example, City of Yonkers, Alarm permits must be posted on the front door. **Progressive Solutions®** promptly designed an updated permit that better meets city needs and suggested use of an adhesive plastic holder to facilitate display of the most current alarm permits.

About Progressive Solutions®

Progressive Solutions®, developer of the **AlarmTrack™**, **LicenseTrack™**, **PetTrack™**, **TowTrack™** & **Ca\$hierCentral**, brings heightened security, efficiency and convenience to users. **Progressive Solutions®** has incorporated next generation hardware and software technology enabling market-ready governmental enterprise solutions. Based in Brea, California, the company distributes their product through an extensive network of Value Added Reseller and reseller channels and has entered into strategic partnerships.

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