



NEW YORK CITY
HOUSING
AUTHORITY

New York City Housing Authority 10 Years Mobile. 10 Years Stronger

Northeast Maximo User Group
Con Edison Learning Center/ Long Island City, NY

May 7, 2026

Speakers



Aleksandr Gelbert

Director, Solutions Delivery

- 15 years NYCHA experience
- Deputy Director of Business Solutions Technology (BST) at time of mobility implementation in 2016



Jordan Lee

Senior Manager

- 20 years NYCHA experience
- Mobile Lead of BST at time of mobility implementation of 2016

Agenda

- 1 About NYCHA
- 2 NYCHA's Maximo Story
- 3 NYCHA News
- 4 NYCHA introduces Mobile Informer
- 5 iWM Demonstration
- 6 Ongoing ROI from Mobile Informer - 10 years+
- 7 Q&A

About NYCHA

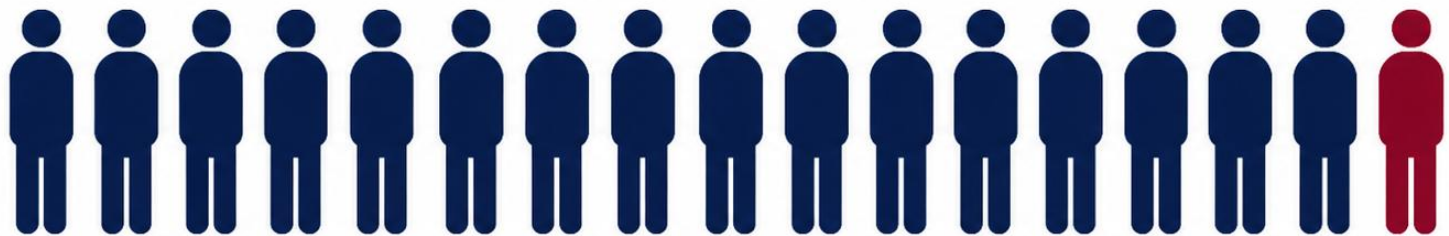


**NYCHA IS THE LARGEST
LANDLORD IN THE CITY
AND HOUSES NEARLY
520,808* PEOPLE
ACROSS 5 BOROUGHES**

*NUMBER SERVED BY NYCHA'S PUBLIC HOUSING, PACT DEVELOPMENTS, AND SECTION 8 PROGRAM

2024

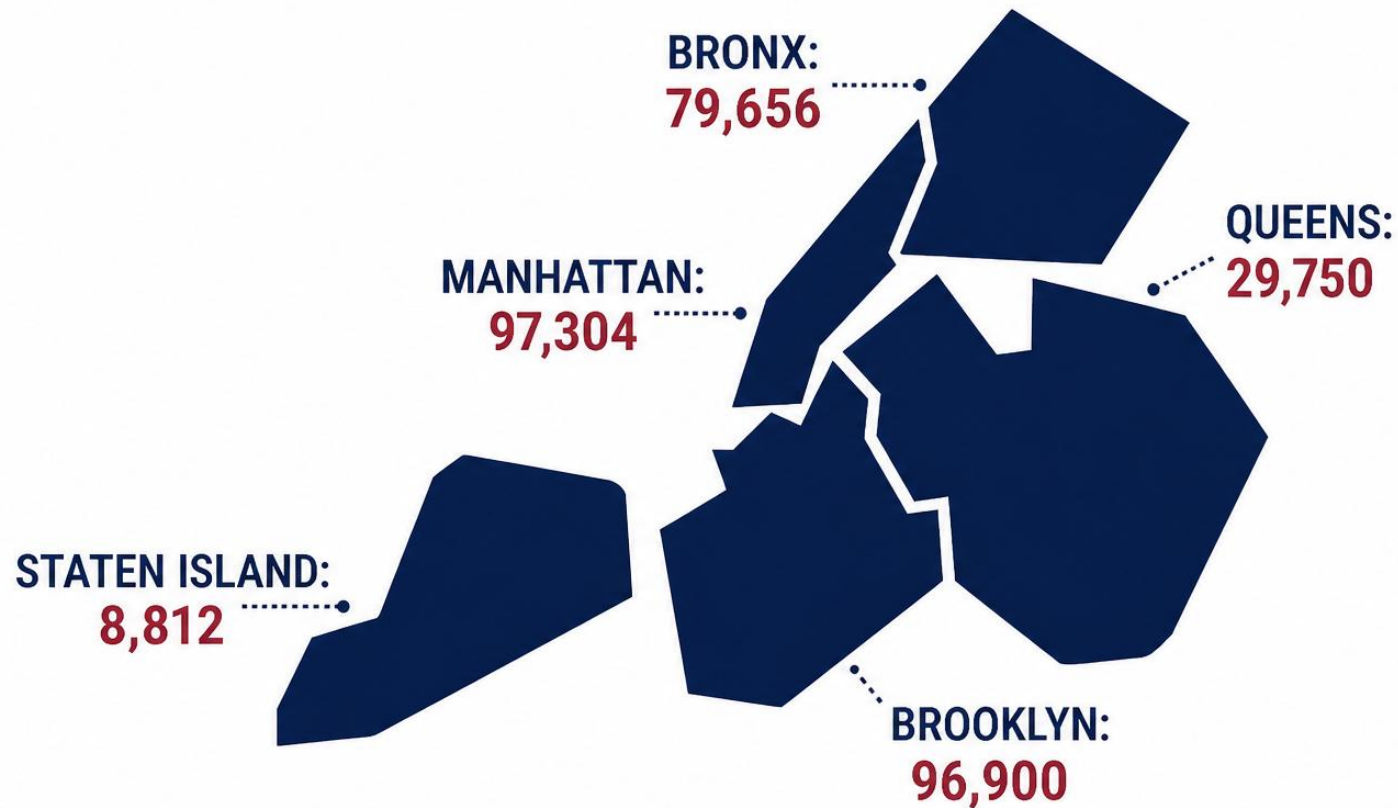
NYCHA SERVES 1 IN EVERY 17 NEW YORKERS



*5.9% OF NEW YORK CITY'S POPULATION

2024

PUBLIC HOUSING RESIDENT POPULATION BY BOROUGH



*NUMBER SERVED BY NYCHA'S CONVENTIONAL PUBLIC HOUSING DEVELOPMENTS

2024



335
DEVELOPMENTS

MADE UP OF



1,958 BUILDINGS

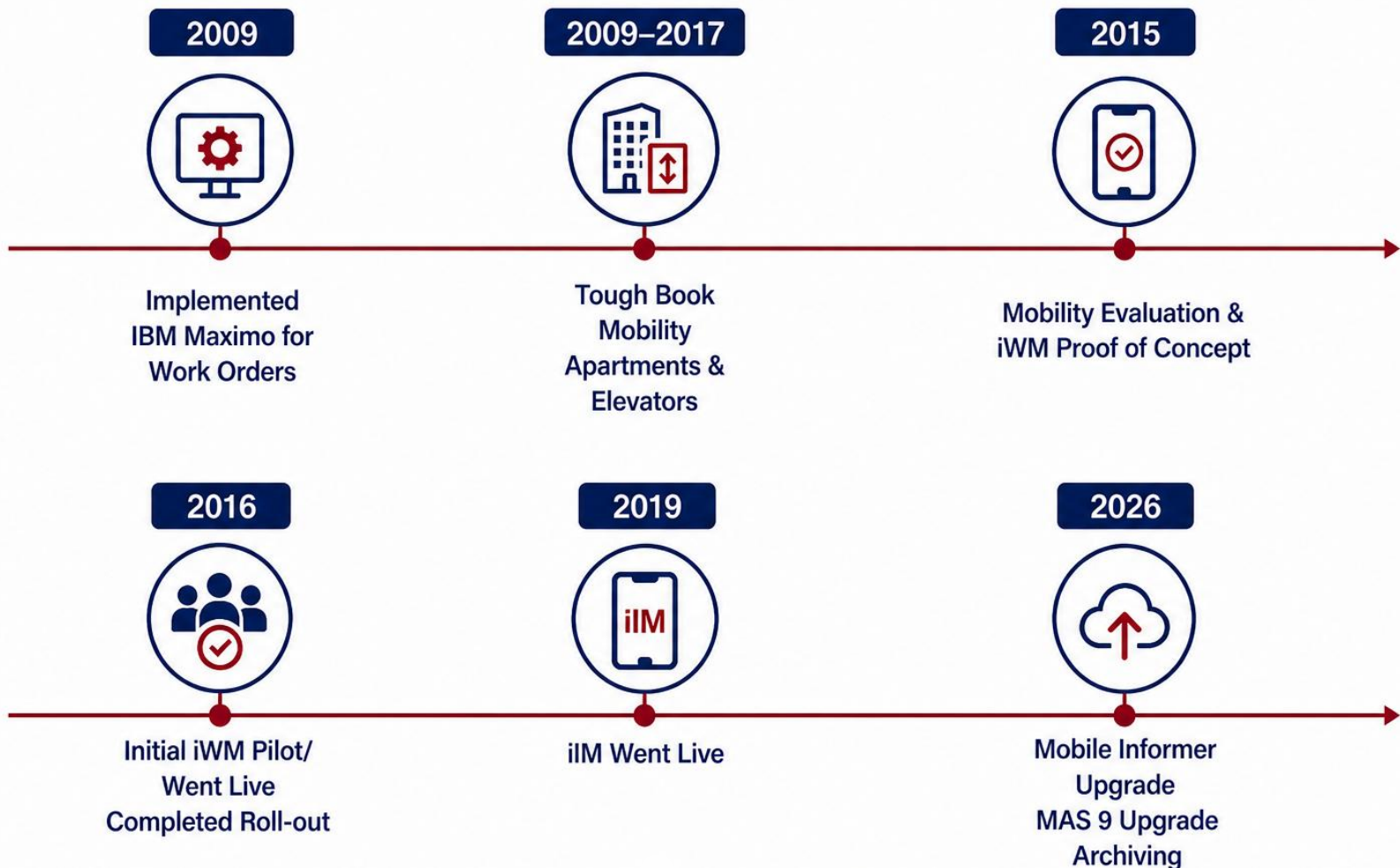
THAT CONSIST OF  **177,569** APARTMENTS

CONTAINING OVER  **104,413,533**
MILLION
SQUARE FEET OF SPACE

*NUMBER SERVED BY NYCHA'S PUBLIC HOUSING AND PACT DEVELOPMENTS

2024

NYCHA's Maximo Story



NYCHA News

Eliminating Paperwork with Handhelds

[Click to Play Video](#)

NYCHA introduces Mobile Informer



Mobile Evaluations/ POCs



Business Selection Criteria



Offline first approach



Ease of use by staff



Scalability



Pocket sized mobile devices



**Flexibility of mobile platform/ app(s)
to meet NYCHA's business needs.**

Scale of Mobility Implementation



~8000 Data sets (catalogs)



5000 Work Management users



1500 logged in users per work hour



200 Inventory Management users



73 logged in users per work hour



~23k transactions per work hour



4500 Attachments



2000 Signatures



1600 Labor time entries



1000 Work order status changes



700 Failure reports



700 Work logs



650 Inspections



160 Work orders created from mobile



140 Inventory cycle counts



On Each Device:



1.2 million
locations



500k
assets



Most devices subscribe to data
for a particular development
(group of buildings)



Most devices have between
5k -10k work orders
available offline.



Some have **100k**
work orders.

Implementation Challenges

NYCHA Challenges



Adoption by NYCHA field staff (initial) and vendors



Training of 5,000+ workers



OCM of field staff assigned to all 335 NYCHA developments



Worker Learning Curve of smart phones

Technical Challenges



Load testing and simulating devices



Generating so much data and archiving



Resolving transaction conflicts and those failing validation with complex business logic



Visibility/management of device data remotely for support troubleshooting



Constantly changing landscape with Maximo/MAS upgrades and Android OS updates



Upgrading existing devices without downtime



QA/Testing complex use cases



Onboarding developers with both technical/functional knowledge

Our Success!



On Time/
Aggressive
Implementation
– 16 months



Signature
Capture



Visibility into
Error Handling



Successful
adoption by staff



Mobile Informer
Inspections driven
by Maximo
Inspections

147 Job Plans
across 154
Maximo user profiles



User profiles
with access to
5-10K
work orders
offline

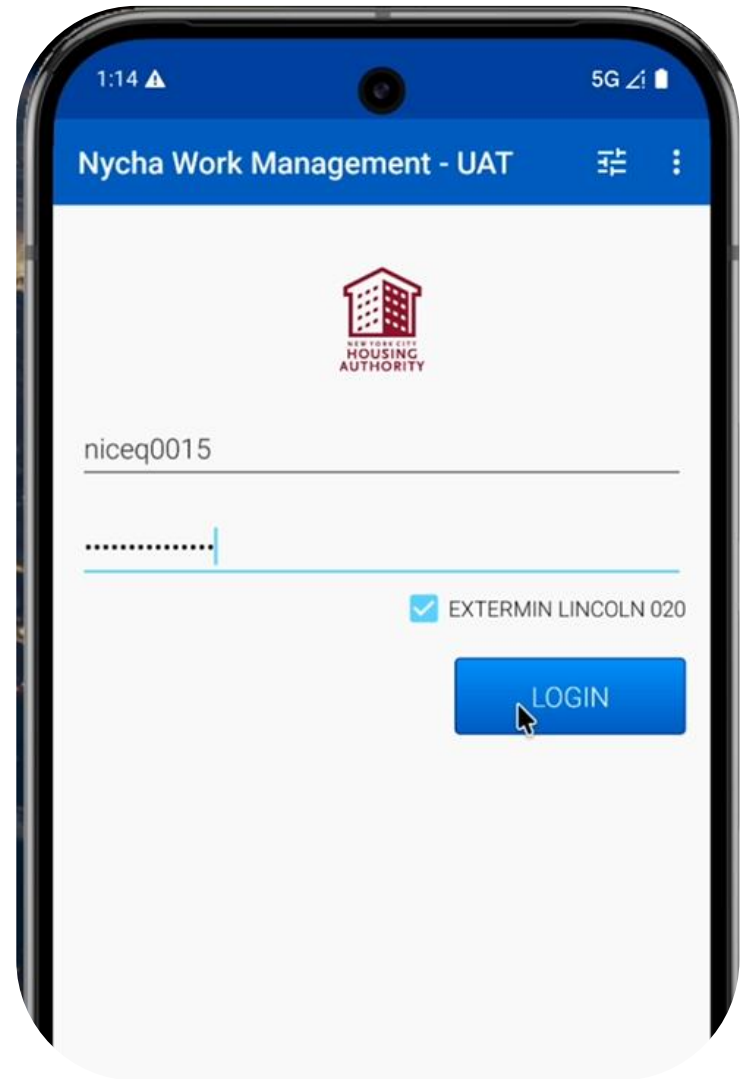


Ability to place
phone calls
directly from
within app to
residents



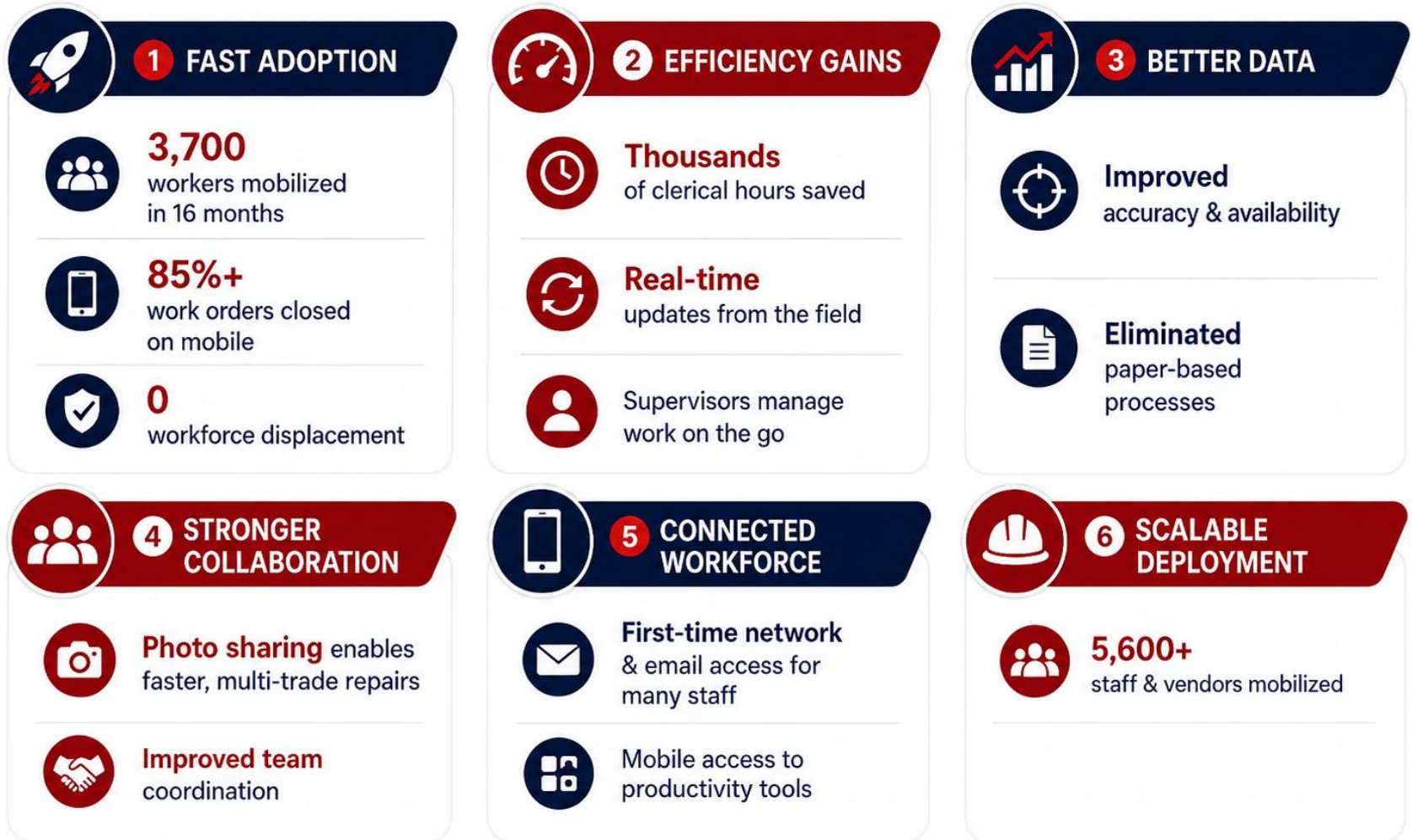
Overtime Approval
linked to
Work Orders

iWM Demonstration



iWM Demonstration

Ongoing ROI from Mobile Informer - 10 years



Q&A

Questions?

