



**Your Dedicated Accela Services Partner**



## Vision33

### Making Civic Engagement a Reality for All Agencies








With over 25 years of experience in IT professional services, Vision33 builds long lasting relationships with its clients. Vision33 assesses the needs of each government agency individually to determine the best practices and approaches needed to achieve their goals and objectives.

Vision33 believes two powerful factors are currently influencing the public sector. The first is declining budgets. Government agencies have less spending elasticity than they once did. The second is rising expectations of taxpayers who are demanding government agencies provide services more efficiently and transparently.

More and more government agencies are turning to technology to address these contradictory pressures. Streamlined and affordable technology solutions can help agencies optimize IT investments, deliver services more effectively, improve citizen satisfaction, and reduce costs. Vision33 exists to help government agencies find value from their investments in technology.

As a dedicated IT Professional Services vendor, Vision33 collaborates with customers to develop an approach that best suits the requirements of your organization. Vision33's services are typically delivered through IT consultation, project outsourcing, or staff augmentation.

Vision33 has completed a wide range of IT professional services supported by 350 full-time IT Consultants including:

-  Management Consulting
-  IT Strategy
-  Project Management
-  Business Analysis
-  Change Management
-  Software Development & Configuration
-  Quality Assurance

Implementing technology solutions for mid-sized to large enterprises is at

the core of Vision33's offering, throughout the last several years Vision33 has successfully implemented over 600 COTS (Commercial-off-the-shelf) solutions for private & public customers across North America and currently provides support and maintenance for 500 active clients.

Vision33 currently resells and implements the Accela Civic Platform to government agencies across North America. Accela is the leading provider of civic engagement solutions for government. The Accela Civic Platform is designed to enable and improve core processes for city, town, provincial and federal governments. Accela's solutions uniquely address the diverse needs of government agencies and citizens by enhancing workflow and making publicly available information more accessible.



## Accela's Civic Platform

For an overview of Accela's Civic Platform  [watch a brief video overview.](#)

Accela is the leading provider of civic engagement solutions for government. The Accela Civic Platform includes APIs and mobile apps, it is designed to enable and improve core processes for city, town, state and federal governments.

Accela's solutions uniquely address the diverse needs of government agencies and citizens by enhancing workflow and making publicly available information more accessible. Currently over 2,000+ government agencies utilize Accela's Civic Platform.

The Civic Platform is comprised of a **Citizen Portal, Government Back-end Automation and Mobile Applications**, Accela's solutions enable agencies of all sizes to automate and streamline civic processes. Accela offers solutions in:

- Land Management
- Licensing and Case Management
- Asset Management
- Finance & Administration
- Environmental Health and Safety
- Legislative Management
- Recreation and Resource Management
- Right of Way Management
- Citizen Relationship Management

### What does the civic platform make possible?

- Empowers collective action for better and healthier communities
- Brings trust and flexibility to citizen interaction with government
- Streamlines processes and handles data management with ease
- Revolutionizes the way contractors engage with the government
- Transforms civic participation through mobile and cloud-based technology
- Creates open space for innovation

## Accela Civic Platform Benefits

As citizens, our lives have been transformed by technology. We can buy a cup of coffee, make travel plans, and pay our bills using mobile phones. Yet, when it comes to interacting with government, we often find ourselves interacting with cumbersome user interfaces – filling out paper forms, standing at counters, and in long lineups for services. Although regulations are inherently complex, poorly designed interfaces to these rules can lead to a confusing and frustrating experience for citizens.

Accela's Civic Platform makes it easy for state, city and town agencies of all sizes to coordinate activities for the consideration and approval of permits, licenses, inspections and enforcement to meet jurisdiction codes. Accela's solutions save time, increase productivity, and connect government agencies to the businesses, professionals and citizens they've been elected to serve.

### Best Practice Templates

Deploy e-government services right out of the box, including pre-configured workflows, data structures, fees, business logic, standard reports, and web forms. These templates are a culmination of over 33 years of experience of Accela working with government agencies to streamline and make government services more efficient.

### End-to-end government services

Municipalities can take advantage of Accela's Citizen Portal, Government Back-end Automation and Mobile Applications. Applications can be conveniently submitted online by the public through the Citizen Portal. Once received, an application can be reviewed, approved, and saved by government staff using Accela's Back-end-Automation. For field staff, Accela's Mobile app provides access to the core set of Accela functionality to complete inspections and investigations using their mobile device.

### Streamlines planning and development

Regulate the growth of your community and ensure that existing and proposed land use complies with zoning designations, building codes and other laws. Track and manage entitlements, historical and environmental issues, plan and departmental reviews from planning through certificate of occupancy.

**Simplifies the licensing and permitting process**

Manage your entire licensing and permitting process including application check-in, plan reviews, fee calculation and collection, inspections, sign-offs, task lists, and more.

**Engages your citizens 24/7/365 days of the year**

Accela's Citizen Portal capabilities provide quick and easy access to information about applications and inspections directly from any telephone, web browser, or mobile device.

**Automate expiry reminders**

Automatically send email notifications to citizens, licensed professionals, businesses and government staff when permits and/or licenses are about to expire.

**Create custom reports**

Take advantage of dozens of pre-built sophisticated reports with detailed data or build your own custom reports as required using the easy-to-use adhoc report writer tool.

**Mobile Applications**

Accela Apps such as Inspector can be utilized by field staff simply through using their mobile device. Data is automatically uploaded to the Accela's Back-End Automation component so that office staff can see results of an inspection immediately after completion.

**Online Payments**

The public can pay for application fees online through Accela's Citizen Portal.

**Storage in the Cloud**

Become a paperless municipality overnight as all electronic applications can be submitted and stored through your unique Accela cloud environment, data can be made as accessible or secure as you need it to be.

**Share information departmentally**

All data can be shared across government departments with ease. Applications can be reviewed and approved by multiple departments simultaneously.



## Albuquerque, New Mexico

### Air Quality Division Increases Productivity and Revenue

Agency issues 100% of permits within regulated timeframe and collects \$60,000 in back fees

#### Challenge

Reduce the backup of pending applications and expedite payment

#### Solution

Accela Environmental Health

#### Results:

- Reduced pending permit count by 50%
- Collected \$60,000 in back fees in two years since going live
- Received 97% of fees the department billed for by end of 2013
- Can report on permit status, employee workload and overall productivity



## Omaha, Nebraska Realizes Cost Savings, Enhances Transparency and Citizen Engagement

Accela expedites Omaha's permitting and inspection process and manages staffing

### Challenge

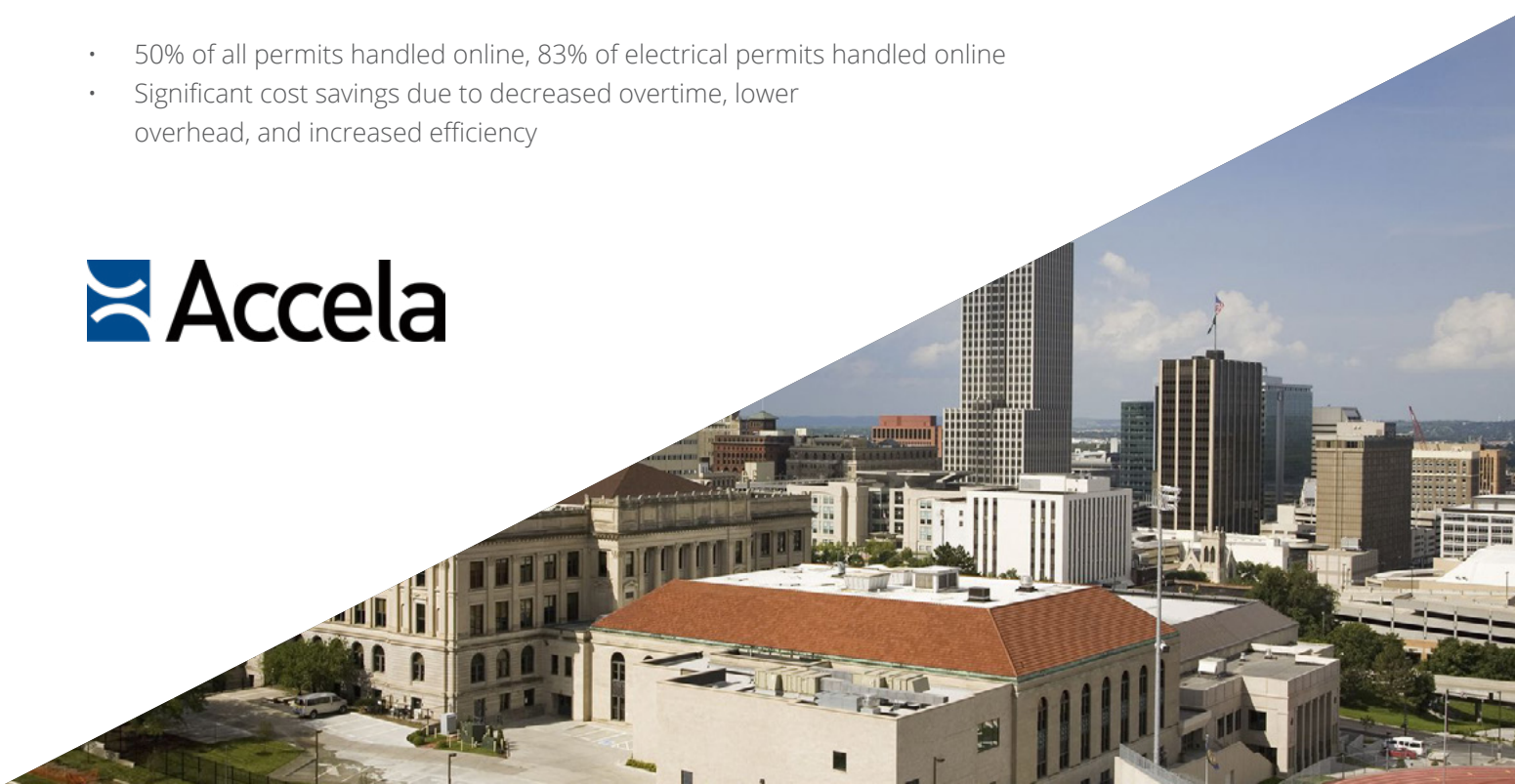
Deliver City services to residents and contractors with greater speed efficiency and transparency and enhance back-office functions

### Solution

Accela Land Management, Accela Citizen Access, Accela GIS, Accela Mobile Office, Electronic Document Review

### Results

- 50% of all permits handled online, 83% of electrical permits handled online
- Significant cost savings due to decreased overtime, lower overhead, and increased efficiency



## Queen Creek, Arizona

### Struggles to Keep Up with Increasing Citizen Requests

City improves customer service with Accela Citizen Relationship Management

#### Challenge

Customer service lacked the necessary resources to handle citizen inquiries and requests in a timely manner, which frustrated citizens

#### Solution

Accela Citizen Relationship Management

#### Results

- Received a first-place Savvy award for customer service initiative after implementing Accela Citizen Relationship Management
- Capture all citizen requests and questions in a centralized location ensuring they are routed to the correct individual
- Complete more than 90 percent of citizen requests within the desired timeframe
- Receive more than 70% of requests online, reducing phone calls
- Track response times and completions to ensure conformance to service standards





## St. Louis County Launches Regional Permitting Model to Encourage Economic Development

County agencies join forces to increase efficiencies and simplify the permitting process for the development community

### Challenge

Improve efficiencies while simplifying the permitting process across multiple county agencies

### Solution

Accela Land Management, Accela Licensing and Case Management, Accela Citizen Access, Accela GIS, Accela Mobile Office

### Results

- Share best practices for greater efficiencies across the county
- Provide one-stop shop to apply for permits, request inspections and view status updates through an online portal
- Empower inspectors and code enforcement officers
- Increase cost savings with a regional licensing model



## **Teaneck, New Jersey Saves Time and Money with Streamlined Meeting Management**

Accela Makes It Easy to Organize, Distribute and Store Council Content

### **Challenge**

Chaotic, paper-based agenda process wasted time and resources, agenda changes were difficult to make, requiring multiple steps, and agency lacked transparency into Council meetings for citizens

### **Solution**

Accela Legislative Management

### **Results**

- Simplified agenda creation and distribution process to a few simple clicks
- Saved staff time, which enabled them to focus on citizen-facing support
- Reduced expenses on paper and video recordings



## Westwood, Massachusetts Moves Its Board and Committee Appointment Process Online

Town automates appointment process to manage and track nearly 50 boards and commissions

### Challenge

Time-consuming process took considerable staff time to track appointments and maintain records, and created slow response time for those requesting information

### Solution

Accela Legislative Management

### Results

- Saved valuable staff time by bringing the appointment process online
- Improved accessibility and integrity by consolidating disparate data into single solution
- Eliminated the need for manual data entry, mail merging, stuffing envelopes, paying postage and sending out letters
- Provided convenience and flexibility with a fully web-based solution that is accessible anytime



## Winnipeg, Manitoba Uses Accela to Transform the Right of Way Management Process

Accela helps Winnipeg save money and gain control of growing infrastructure project requests

### Challenge

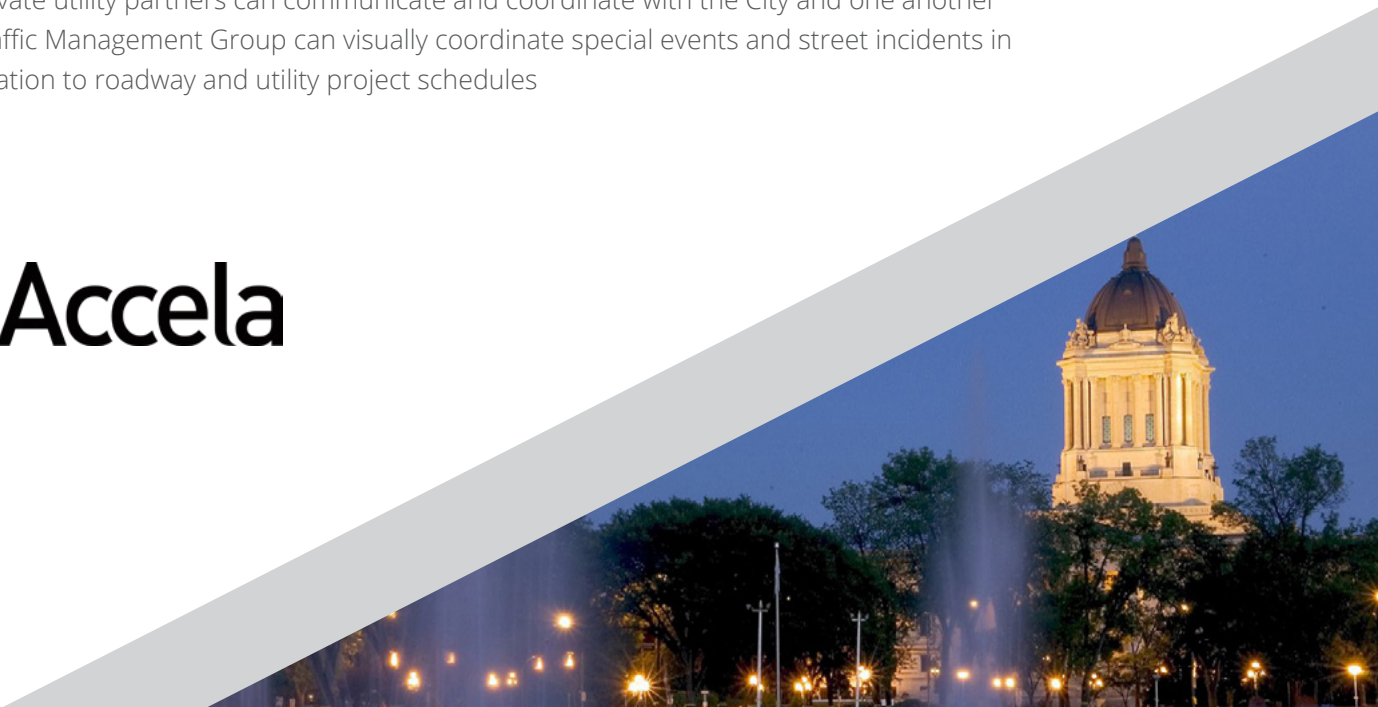
Growing right-of-way project requests for construction and maintenance. Shared project information via spreadsheets that did not provide adequate information to coordinate projects across multiple departments and utilities

### Solution

Accela Right of Way Management presents City's project data in an interactive online map in geographical and temporal context

### Results

- Cloud-based coordination helps Underground Structures Group optimize construction planning, safeguard newly paved streets and reduce paving budgets and costs
- Traffic coordinators can review a street cut permit, visually check the map-based system for projects or permits in or near the designated location and decide if a job can be performed during the requested timeline
- Private utility partners can communicate and coordinate with the City and one another
- Traffic Management Group can visually coordinate special events and street incidents in relation to roadway and utility project schedules





## **Connect with Citizens like Never Before**

There is no better way to understand the impact a civic platform can have on your government than to see it for yourself. Contact your dedicated public sector account manager for a live demo or learn more about how Vision33 helps government agencies successfully deploy Accela to connect with citizens like never before.

### **Vision33**

For more information, please contact us.

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