

Accela's Spring 2020 Release

Enhanced Usability for Citizens, Mobile Workers and Agency Employees, and Ease of Purchase and Deployment

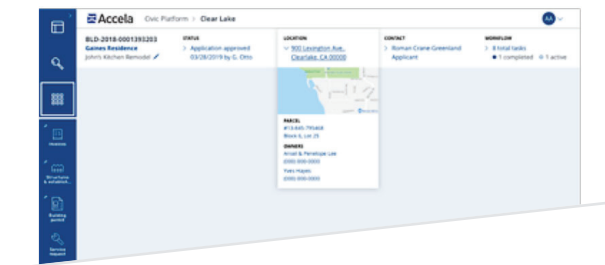
Accela's new Spring 2020 Release is a result of direct feedback from our customers and partners, and improves usability for end users and administrators, enhances our capabilities for citizen engagement, and adds new versions of Civic Applications – for higher value right out-of-the-box. With the Spring 2020 release, we've enhanced the new V20.1 of the Civic Platform for both our SaaS and on-premises customers.

Efficiency and Productivity for End Users Enhancements to Record Detail Header

The new record header detail now provides users with the most commonly searched information, front and center on the record page. Having this information helps with quick discovery and eliminates the need to drill into each detail tab for detail. Header information includes:

- > Record status
- > Record location
- > Record contact
- > Record workflow and task information across various projects

View of New Record Detail Header



Additional Forms in New Forms Designer

Accela's new Forms Designer, introduced with V10, increases speed of forms design and improves form appearance. The Angular JS technology, and move away from Silverlight, also provides faster page rendering and flexibility with form delivery and processing.

With V20.1, we've increased the number of forms supported in the new Forms product, increasing the first set of the 20 top forms used by users to over 350 end-user forms taking advantage of the Angular technology.

Accepted Document Types

Prior to V20.1, agencies could define the file types they would not accept, but when a non-supported document type was submitted, it was captured in the system causing rework when the document would not open. The new "Accepted Document Type" feature improves efficiency as users can define and block the initial submission of non-supported document types in Citizen Access and Civic Platform. This makes it much easier to maintain the correct document types, makes the system more secure overall, and reduces the back-and-forth across back office staff and applicants.

Access Reference Records in Accela Mobile V20.1

Accela Mobile now provides the ability for mobile workers to access reference records for address and parcel information from their mobile device. This helps them better investigate and check accuracy of information in the field.

Enhanced Functionality with GIS V20.1

Mobile workers will also now have more power to interact with GIS map information, increasing their productivity. New capabilities in V20.1 include the ability to show, create, or modify GIS map features and attributes from a mobile device in the field. There are also new ways to open maps within GIS, including from location-related areas of the Oxygen UI, such as the district tab, address, etc.

GIS is also improved with the ability for agency administrators to define custom links to be associated with specific GIS layers and objects to allow for faster navigation to needed information. This includes user-defined labels to align with an agency's specific terminology.

Finally, we've improved the menu navigation in GIS to reduce clicks and increase efficiency. This includes the ability to perform actions directly from the "What's Here" menu, including:

- > Create an inspection
- > Create work orders
- > Link objects to Preventive Maintenance Schedules
- > Link assets to Preventive Maintenance Schedules
- > Send address
- > Set hotlinks

Increased Citizen Engagement with Accela Citizen Access V20.1

With the Spring Release, citizens can now more easily view or download inspection data, enriching the types of information easily accessed from ACA. This includes documents and attachments such as pictures, video, and audio records collected by inspectors during site visits. Document-type permissions can be used to hide or view these documents from the public based on the agency user's discretion.

Also, with ACA we've enhanced "super agency" capabilities, such as allowing the assignment of delegate users across agencies, defining the XAPO source to use, such as parent or child agency XAPO, and being able to set convenience fees by agency, module, and payment type.

New Capabilities for Accela Administrators

Enhanced Electronic Signatures in EDR

With V20.1, agencies can more easily accept electronic signatures via signature pads in the back office. These includes popular pads such as Topaz, ePadlink's ePad II, etc. And now, one or more signatures can be collected depending on approval requirements.

Support for Google Chrome

Prior to V20.1, administrators were required to use IE to perform various functions. Now, they can use Chrome to configure and maintain the Civic Platform, adding to the flexibility and convenience of the platform. We are also working to expand this capability in upcoming releases to include Chrome support for admin tools in Silverlight, Data Manager, Record-Type admin and Citizen Access administration.

Improved Fee Setup and Maintenance

With V20.1, fee setup and maintenance are enhanced and simplified to reduce the amount of work required for fee administration. Administrators can more easily manage large fee schedules and versioning, including those with hundreds to thousands of fee updates each year. Capabilities include:

- > Viewing all active fee schedules for easy maintenance
- > Creating new fee schedules
- > Adding, editing, or removing fees to existing fee schedules
- > Updating multiple fees in a fee schedule in one-step rather than individually
- > Finding fee schedules and fees quickly with the quick search

Extended Diagnostics for GIS

For administrators, we've improved diagnostics and system health checking to help with GIS implementations, troubleshooting, and maintenance. The system now runs a set of diagnostics and provides a report back to them with metrics pertaining to the health of the ArcGIS server, including successful and failed connections to ArcGIS Server, map services, and connections with the Civic Platform.

Accela Civic Applications

As with our other major releases, we are constantly offering new Civic Applications and extending our existing ones with new versions. The following are our new Civic Applications with the Spring 2020 Release.

Fire Prevention V1

The Civic Application for Fire Prevention V1 is a comprehensive solution with twenty-five out-of-the-box fire-related functions, including:

- > Fire prevention and enforcement, with permitting and inspecting of structures, parcels, and places of assembly or hazardous activities on an ongoing basis. Functionality includes:
 - Processing annual and temporary permits
 - Citizen engagement, including online application, renewal, and payment
 - Setting plan review workflows and processes
 - Setting annual inspections of occupancy safety plans and permitted devices/materials
 - Sixteen separate inspection types covering aircraft refueling, occupancy, construction, special events, complaints, etc.
- > Conveyance, which includes the permitting and inspecting of elevators, escalators, moving walkways, etc. Functionality includes:
 - Review and processing of construction permits
 - Granting of operational certificates and licenses
 - Engagement with citizens, including online application, renewal, and payments
 - Recurring inspections of each device
 - Collection of 3rd party inspection results

Fire Prevention V1 is a true packaged offering to make it easier for customers to evaluate, decide, and purchase the solution. It bundles all the software, installation services, and training to deploy a comprehensive solution. All an agency needs, in one package, deployed quickly and at a lower cost.

Business Licensing V2

This new version adds 15 new record types (for a total of 127) in two new business license categories and strengthens the application's enforcement capabilities. This includes new record types for security and sexually oriented businesses, and provides additional functionality for application, license, and renewal for each license type. Also includes 2 new amendment records and 3 enforcement records.

Alcoholic Beverage Control V2

ABC V.2 includes new features to support cross-agency interaction between state and local government, allowing a business owner to apply for both state and local licenses at the same time without having to go to different jurisdiction sites. It also now supports all three liquor licensing methods, including exclusive state licensing, dual licensing, and local licensing only. It also brings location-based services to route the application to the proper agency based on the applicant's information, eliminating the need for the citizen to pre-determine which agencies they must process applications with.

The new version of ABC also adds a public user PIN feature, allowing an agency to require a PIN for ACA authentication and license association to existing accounts.

Environmental Health V2.1

The new version of Environmental Health adds five new record types to the current 77, including backflow prevention, subdivision permit, drinking water, water sampling, and vector control. It also focuses on the refining and creation of more reports from our Envision Connect product, including increased documentation and training materials.

For More Information

To learn more about Accela's new Spring 2020 product release, please contact your account executive, reach us at Sales@accela.com, or visit our website at www.accela.com/latestrelease.