10 Ways Accela Can Positively Impact Local Communities.

Accela is the platform of choice for local governments' modern path forward.

Accela® provides a unified suite of cloud solutions at the heart of government and is trusted by agencies across the country to accelerate their digital transformation, deliver vital services, and build stronger communities.

3 Social Equity

Social equity is understanding the nature of all residents in a community and ensuring they have full access to the services provided by local governments.

The Impact of Accela

> Accela provides online access to residents for requests for services – 24/7, on the device of their choosing.

> Information about a service, and the application (form fill) and payment aspects of the experience are provided in a "responsive" interface, meaning that if anyone has a smart phone, the preferred method of communication for many demographics, they can access all the services and information that would be available in an agency office or using a PC with broadband.

> Accela ensures the most residents have access to all the services available to them, ensuring equity and inclusion across the community.

1 Community Development

If a community is difficult to do business with, builders and developers will choose to do business in communities that are more "builder friendly."

The Impact of Accela

> Automates building and planning functions to ensure it is an efficient and streamlined process to get from planning to project completion and provides online access to residents for requests for services – 24/7, on the device of their choosing.

> Ensures inspections are not a burden in community growth with digital scheduling, GIS routing, and virtual inspections to ensure smooth and timely inspections when the builder needs them to keep projects on time and on budget.

> Allows plan review, fee payments, and document submissions, all online, so builders never have to travel to an agency office and stand in line to get their projects done.

2 Economic Development / Business Friendly

Economic development creates jobs, improves quality of life, and drives revenues for the community.
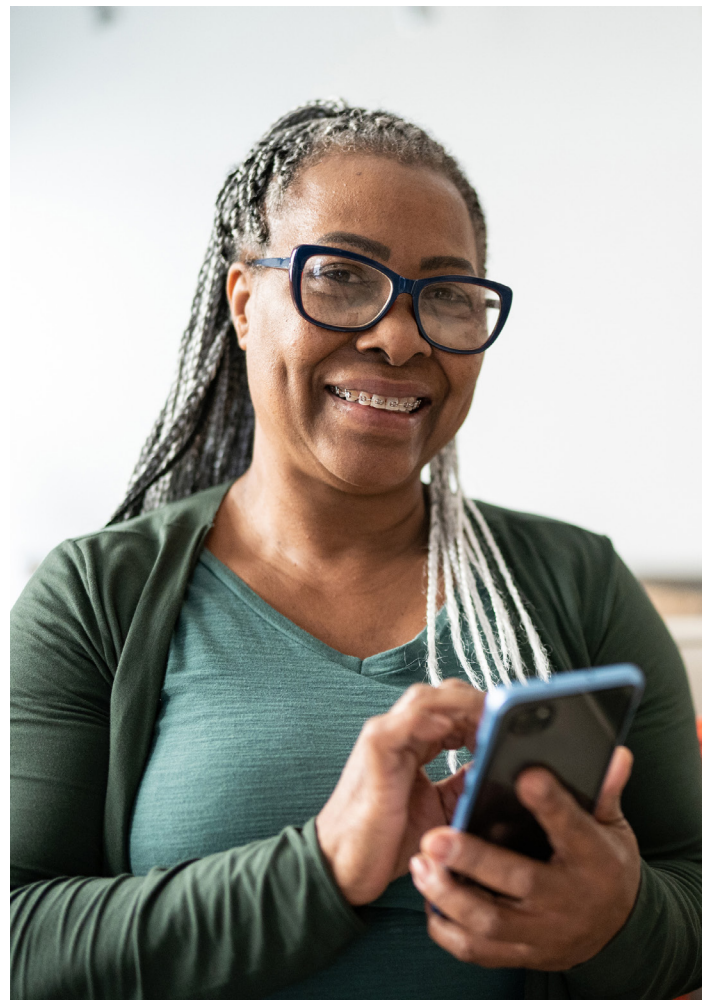
The Impact of Accela

> Accela has the Civic Application for Business Licensing and Occupational Licensing, which helps agencies deploy solutions faster with best practices built in including a wizard-based process flow for prequalification.

> Fully online application and renewal processes, with document submission, data capture, and fee payment on any device, 24/7.

> Cross-department data sharing and process integration capabilities due to the Civic Platforms and APIs.

4 Public Safety

If an agency has an inefficient set of licensing and permit processes or does not effectively enforce food safety or other codes, public safety can be compromised.

The Impact of Accela

> Flexible checklists for the specific jobs of inspectors, to ensure increased efficiency and usability with the ability to work online and offline, so they can be effective in remote and rural areas.

> Rich media data capture by inspectors including pictures and video so the information they attach to the record clearly tells the story of what is happening.

> Cross-department utilization of data, such as site information including hazardous materials and potential for occupants in vacant buildings for first responders in an emergency.

5 Resident Engagement Ease of Service

Resident engagement assures their expectations and needs are being met when they apply for services.

The Impact of Accela

> Accela helps agencies process transactions and interactions with residents, in ways that meet the consumer-like expectations of residents by clearly explaining the requirements for the service (e.g., license, permit, etc.) and about the application process.

> With the prequalification process, wizards guide the resident through questions to ensure they qualify for the service.

> Accela launches the form-fill process, capturing all the information needed to start the process. If the resident applies for this service frequently, they may have an account with all the relevant information being prefilled into the new application. Payment of fees can also be made online.

6 Agency Operations Transparency

Data and analytics are critical to identifying problems, developing solutions, and measuring progress.

The Impact of Accela

> Accela can help agencies achieve transparency in their operations with tools that can aggregate data across sources and functions and analyze the data to provide insights and visualizations.

> Accela Insights provides prebuilt dashboards across permitting, licensing, and code enforcement functions, saving agencies time and money in report and dashboard creation.

> Accela provides broad transparency for data analysis with enterprise deployments across multiple functions where the data can be more easily aggregated and used for cross-functional analysis.

7 Cross-Departmental "Connected Government"

Many agencies focus on consolidating applications during "technology modernization" initiatives with a few core platforms they can use across various types of solutions areas to simplify and optimize their IT functions.

The Impact of Accela

> Accela provides solutions built on a consistent platform. This means customers who use Accela across multiple types of solutions areas across permitting and licensing can more easily integrate data and processes across departments.

> SaaS deployment means customers are always on the latest version, and ensures optimal performance and response.

> Familiarity with the platform eases the burden of administration and supportability.

10 Ecological / Environmental (e.g., CO_2 Footprint)

A priority for residents is what can be done to reduce the carbon footprint of the community and ensure waste and other materials are not damaging the environment.

The Impact of Accela

> When residents can transact digitally, they are no longer driving their cars to agency offices for plan reviews or paying fees.

> Electronic forms reduce paper consumption significantly.

> Inspectors and code enforcement officers must still be driving in the field, but through route optimization through GIS technologies and removal of paper files they reduce travel time and miles traveled.

8 Data Security

The number of attempts and successful security breaches is consistently rising. The challenge for agencies is ensuring their systems meet the growing number of available security precautions and compliance initiatives.

The Impact of Accela

> Accela employs many tools and techniques to ensure high security for its customers, but it also uses the Microsoft Azure cloud infrastructure for its SaaS customers, providing a robust foundation for high security.

> Accela leverages Microsoft's extensive compliance program to ensure a secure framework for customers.

> Azure provides a foundation of numerous compliance certifications and enables seamless expansion into additional compliance initiatives and new markets. And Microsoft is considered a leader in security.

Empowering state and local governments to attract and grow businesses, protect citizens, and build smart cities and communities

About Accela

More than 275 million citizens globally benefit from Accela's government software solutions, which offer both the speed and agility of purpose-built solutions, and the power of a platform that delivers a consistent user interface, shared data across departments, endless configurations, and world-class security.

About Accela

For more information: visit accela.com

9 Cost Savings

Process speed, efficiency, and ease of use all directly impact the ability to maximize agency budgets for high-value innovations in service delivery to improve the lives of residents in significant ways.

The Impact of Accela

> Accela helps agencies maximize and optimize the utilization of agency/jurisdiction budgets by putting service delivery online and making it 100% digital.

> Removes paper and manual steps from services delivery and creates efficiencies and cost savings.

> SaaS delivery of the enabling technology transitions spiky capital expenditures into smooth, consistent operating expenditures and provides full redundancy and disaster recovery without having to purchase and deploy redundant hardware and recovery tools and software.