

Greater Sudbury Adapts Its Processes to a Digital World With Accela



About



Greater Sudbury is located in northeastern Ontario, Canada, and is home to approximately 170,000 residents. Set on the Canadian Shield within the Great Lakes Basin, the City offers a unique blend of urban, suburban, rural, and wilderness landscapes.

Spanning 3,186 square kilometers and featuring over 330 lakes, Greater Sudbury is known as the City of Lakes—boasting more lakes than any other municipality in Canada. It is also recognised as a world-class mining centre and serves as a regional hub for finance, business services, tourism, health care, research, and education in northeastern Ontario.

The City of Greater Sudbury is committed to partnering with its community to provide global leadership in technological, social, and environmental development. With a focus on trusted leadership and innovation, the City delivers resilient, accessible services and forward-thinking policies that support sustainable progress.





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There was a gap with land management and property-based services”, says Keith James, the City of Greater Sudbury’s IT project manager. “We wanted to follow the model of moving to an enterprise system”.

Legacy System and Process Bottlenecks

Like many municipalities, the City of Greater Sudbury used several custom systems built over the years.

The City manually processed building permits and maintained a paper filing system. The processing was tedious and often redundant, applicant data was difficult to access, and papers and folders were shuffled between desks.

“That, in turn, led to more phone calls into the office, more emails, and following up with staff about permit status”, explains Krista Deredin, the City of Greater Sudbury’s plan examiner and part of the project team. “We were losing time trying to get information to clients. There was a lack of transparency and public online service”.

A Road Map for Modernisation

Greater Sudbury devised a five-year strategic road map to prioritise improved service and provide more transparency into the development, building, and planning processes.

"We have a lot of services spanning a lot of geography", Keith notes. "We needed a system to modernise, streamline, and improve processing times for residents".

After gathering requirements from each of its business groups and seeking advice from neighbouring government agencies, the City of Greater Sudbury issued a request for proposal for new government software. Robust building and planning

capabilities were at the top of the City's must-have list, with bylaw, fire, and additional capabilities available for the near future.

Accela, the leader in unified cloud solutions for local governments, met the City of Greater Sudbury's requirements and budget and would deliver the most value for the City.

Accela's suite of powerful, quick-to-implement applications ensures agencies deliver effective and easy-to-manage permitting, licensing, code enforcement, and service requests online.



An Accela Platinum Certified Partner

The City of Greater Sudbury partnered with Vision33 for its Accela implementation and support.

Vision33's 30 years of government technology expertise spans multiple jurisdictions in North America at the federal, state, provincial, county, and municipal levels. As an Accela Platinum Certified Partner, Vision33 is committed to delivering high-quality, large-scale implementations that align with Accela's standards of excellence.

"Partnering with Vision33 was a quick decision", Keith says. "With a system the size of Accela, it's easy to automate things, but you have to look at it from a different perspective. Do we need to do certain things now, or ever? Vision33 was awesome with knowing Accela's capabilities, but also understanding the business side of the equation and not allowing us to spin our wheels with what we configured".



Faster, Simplified Citizen Services

Vision33 met the City of Greater Sudbury's six-month timeline to get building services live with Accela.

"First and foremost, we now have the convenience of an online service for residents and developers to submit building permit applications and digitally attach and submit drawings", Krista says. "That eliminates multiple in-person visits and allows a faster and simplified service".

Accela's multi-user, inter-departmental accessibility has removed barriers for Greater Sudbury's back-office staff. Multiple groups can now review and retrieve information simultaneously—without searching for paper files and folders.

With information digitally available in Accela, the City of Greater Sudbury's staff have the flexibility to work in the office or remotely. And **Accela's automation has significantly reduced redundant processes—for example, a simple workflow sends automated notifications to update clients.**



Transparency and Accountability

The City of Greater Sudbury is committed to customer care and offering diverse services to its community. In-person application reviews are still welcome for applicants to discuss zoning, building code, and document requirements.

The agency's plans for the near future include adding online payment support through the Accela Customer Access (ACA) portal and integrating Accela with DigEplan, advanced digital plan review software.

"Accela provides a single source of truth", Krista concludes. "That speaks volumes about transparency and accountability".





Vision33 keeps things simple by focusing on what matters most to our clients—services grounded in industry best practices. These services span the technology lifecycle, from planning, development, delivery, and change management to full operational support in the form of outsourced managed services.

What does this mean for you? You get the full support of a professional consulting organisation that cares about your long-term success.

The Right People, Processes, and Technology

Regardless of where your agency is located, we've got you covered. Vision33 employs over 450 multidisciplinary IT professionals and support staff across 30 locations in Canada, the USA, Europe, and Argentina.

*For more information about Vision33,
visit www.vision33.co.uk*

Contact your nearest Vision33 sales office to discuss how we can help transform your business.

Europe

1 Heathgate Place,
Aginccourt Road
London, NW3 2NU
Tel: +44 (0) 20 7284 8400
contact@vision33.co.uk
www.vision33.co.uk

Canada

210 Water Street, Suite #400
St. John's, NL A1C 1A9
Tel: +1 709 722 7213
contact@vision33.com
www.vision33.com

United States

7545 Irvine Center Drive,
Suite 200
Irvine, California 92618
Tel: +1 949 420 3300
contact@vision33.com
www.vision33.com

