

Plum Borough, Pennsylvania Enabling Employees to Work Remotely



Challenge

After 20 years of the same government software, Plum Borough, Pennsylvania (population: 27,000), had reached its limit. The system allowed employees to print files, but a dated Microsoft Access component couldn't attach documents or photos. Information was buried, customized reports were impossible, and some of the borough's 70+ employees couldn't get the software to run on their computers.

Plum Borough needed more robust software with better reporting and mobile capabilities so employees could work from home.

The challenge was finding the best system, the right consultant, and the time to dedicate to the project. With only one IT professional on staff, other borough employees joined the two-year search for the ideal fit. They chose the software—the Accela Civic Platform—but found the first consultant lacked the personal touch they wanted for such a significant investment.



Outcome

After speaking with Vision33, a proven Accela Certified Business Plus Partner, Plum Borough knew it had found the right consultant. With Vision33's help, the borough transformed its daily operations shortly after implementing Accela.

Inspectors responsible for occupancy permits and code enforcement can create and submit reports from their mobile phones using customized inspection checklists. Relevant documents are easy to attach to permits, and photos can accompany code enforcement reports. Borough employees are also using Accela for new planning items.

With Accela, it's simple for borough employees to find and share information and run custom reports. And as luck would have it, Accela's mobile capabilities were invaluable during the COVID-19 pandemic. Employees who had never worked remotely or aren't particularly tech-savvy have found it remarkably easy to use Accela from their homes.

Vision33 has established a solid working partnership with Plum Borough and will continue to provide training and customization to ensure the borough gets the most out of its Accela investment.



Working with Vision33 employees was a great experience. They were very easy to talk to and work with. This is very specialized, and they understand our system. We've had success working with them and want to continue down that path."

*-David Soboslay, assistant manager
in Plum Borough, Pennsylvania*



Accela Civic Platform

The Accela Civic Platform improves the connection between governments and citizens. Powering millions of transactions daily, Accela is customizable to fit the needs of government agencies of all sizes. With its digital resources, the platform gives citizens 24/7 access to online portals where they can access services and information on their own time and terms.



Vision33 transforms business processes and results for customers by delivering value through the promise of technology and its benefits for growing businesses. For over 30 years, Vision33 has helped companies integrate and automate their business processes and applications to better serve their customers, employees, and stakeholders. The technologies may have changed drastically in 30 years, but Vision33's mission has never wavered.

With over 1,000 customers worldwide, Vision33 helps manufacturers, distributors, service firms, and SaaS businesses outperform their competition and lead their industries with successful technology investments.

With nearly 500 employees, Vision33 offers product expertise, business experience, and innovative technology leadership. Whether a global company with 100 subsidiaries or a small business, Vision33 works alongside every customer to meet their goals.

Vision33 also has formal partnerships to resell, implement, and support leading ERP applications, is a leader in cloud deployment, and has developed exclusive products, including Saltbox (saltbox.io) and iDocuments (idocuments.io).

For more information about Vision33, visit www.vision33.com.

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

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