

## Vision33 – Accela Civic Platform – Town of Ellington

Bringing the Building Permit Process Online

### Challenge:

The town of Ellington wanted to modernize its computer system and make it easier for citizens to access the building permit process. The town had a database, but everything was done on paper, and building officials couldn't access records while in the field. The town received many requests to offer the service online – particularly from contractors who had access to online permitting for neighboring municipalities.

While implementing a new system had widespread buy-in, the challenge was managing such a large IT project without an IT department and with the limited staff of a small town. There were four departments Ellington wanted to combine into a single online system, and each department needed its own module. This meant coordinating the right information internally and connecting with the right technical expertise to design and build department modules.



### Outcome:

After choosing Vision33 as their Accela software partner, Ellington transformed daily operations. With Vision33's help, the town designed and built four departmental modules. They've rolled out the Building Department module online, with the other three prepared to go live when Ellington is ready.

Bringing the building permit process online has received positive feedback. They offer a kiosk for self-service, and front desk staff are trained to assist users. Building officials have data at their fingertips and can use a tablet to access records that would have required a trip back to the office before Accela. This has dramatically reduced the workload for some tasks, enabling officials to answer questions on the spot rather than hours or days later.

Vision33 guided Ellington through each stage of the implementation, helping them design and build modules to suit their needs. Because the town didn't have an in-house IT department, Vision33 brought the necessary technical skills to the project and resolved difficulties that arose along the way.

**Population:** ~16,000



*The feedback has been very positive and from our side, I couldn't be happier with the software, where it's going and what we'll be able to do with it... It's completely transformed how we do business."*

-Ray Martin, Building Official |  
Town of Ellington, Connecticut

## Accela Civic Platform:

The Accela Civic Platform enables a greater connection between governments and citizens. Powering millions of transactions daily, Accela can be customized to fit the needs of government agencies of all sizes. By offering resources digitally, the platform gives citizens 24/7 access to online portals where they can access services and information on their own time and terms.

## Vision33:

Vision33 Inc. is a global IT professional services consultancy that solves challenges through the promise of technology and the value it delivers. We partner with growing and large organizations to understand their vision and help them reach it with the right blend of strategy, consulting, and technology.

Vision33's eGovernment practice empowers our public sector clients to succeed with technology by delivering the people and expertise most valuable to you. Working with Vision33 ensures you optimize your technology investment and deliver services efficiently – which means reduced costs and improved overall citizen satisfaction.



## For More Information:

To learn more about the Accela Civic Platform and how you can maximize the return on your investment, email [contact@vision33.com](mailto:contact@vision33.com) to speak with a Vision33 consultant in your area.

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