

# Town of Ellington Bringing the Building Permit Process Online

SAP<sup>®</sup> Business  
One



# Challenge

Ellington, Connecticut, wanted to modernize its computer system and let citizens access the building permit process online. The town had a database, but employees did everything on paper, and building officials couldn't access records while in the field. Ellington received many requests to offer the service online—particularly from contractors who had access to online permitting in neighboring municipalities.

While a new system had widespread buy-in, the challenge was managing such a large IT project with limited staff and no IT department. Ellington wanted to combine four departments into a single online system, and each department needed its own module. This meant coordinating the right information internally and finding an expert to design and build the modules.





## Outcome

Implementing Accela transformed Ellington's daily operations. With its partner, Vision33, the town designed and built four departmental modules and has taken the Building Department live online, with the other three rolling out soon.

The new online building permit process has received positive feedback. There's a kiosk for self-service, and front desk staff are trained to help 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 many tasks, enabling officials to answer questions immediately rather than hours or days later.

Vision33 guided Ellington through each implementation stage, helping employees design and build modules to meet the town's needs. Because Ellington didn't have an in-house IT department, Vision33 supplied the technical skills to resolve difficulties throughout the project.



*I couldn't be happier with the software where it's going and what we can do with it . It's completely transformed how we do business."*

*Ray Martin, building official in Ellington, Connecticut , USA*

*Population: ~16,000*



## Accela Civic Platform

The Accela Civic Platform provides a greater connection between governments and citizens. Powering millions of transactions daily, Accela can be customized to meet the needs of government agencies of all sizes. By offering digital resources, Accela 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](http://www.vision33.com).*

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

**United States**

7545 Irvine Center Drive,  
Suite 200  
Irvine, California 92618  
Tel: +1 949 420 3300  
contact@vision33.com  
[www.vision33.com](http://www.vision33.com)

**Canada**

210 Water Street, Suite #400  
St. John's, NL A1C 1A9  
Tel: +1 709 722 7213  
contact@vision33.com  
[www.vision33.ca](http://www.vision33.ca)

**Europe**

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

