

# Funding is on its way. Are your projects shovel-ready? Ensure all permitting processes are, too.

*Extend the value of your GIS investment with on-premises or hosted document management. Do more with less.*

## **The Payoff**

- Reduced time required for permits and work orders
- Confident, quick response to project changes
- Self-service access to project and public documents
- Backlogs eliminated, more projects with existing staff

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## **The Basics**

Just about every project gets held up in some way due to permitting or work order delays. In addition to the growing number of state and federal requirements, it seems like more and more people need to weigh in and sign off. Despite the efficiencies GIS offers with instant land and asset data, organizations continue to be bogged down with the paper processes surrounding these projects.

Even simple permits can take months to issue in a paper-based system. This is frustrating to constituents who have come to depend on the efficiencies of the digital age. They expect the same efficient service from government agencies as they do of every other service provider.

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## **The Challenges**

Delays occur when people can't locate documents they need or when critical data is not available to support decision-making. The needed information is usually sitting on someone's desk waiting to be filed or entered into an asset management or GIS system. Organizations devote a large percentage of staff resources to handling customer service issues. In addition:

- Staffing levels are not growing, but requirements and oversight are
- Staffing-dependent paper-based processes encourage backlogs, not quick response
- Permit fees can't be raised and do not cover slow, expensive permit processes

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## **The Solution**

OnBase solutions for permitting and work orders capture documents and data as soon as they are received in the organization, link them to their associated assets and projects, and make everything instantly available for review. OnBase Workflows automate these processes, eliminating wasted time. No more waiting for documents to be manually reviewed and passed on to the next person in the process. Instead, more work gets done in less time.

### ***Automate rote tasks and increase transparency***

Because staff are automatically prompted when input is needed, they don't have to manually manage project loads. Because documents are always available when requests for input are received, faster resolutions occur. All necessary parties can access in-process and finalized supporting documents from GIS maps or the Web from anywhere, at any time, when needed. In addition to instant document access, audit trails and reporting enhance visibility and compliance for decision makers or project planners.

### ***Extend the data that already exists and make it work for you. Automatically***

OnBase solutions use data that already exists in line-of-business, asset management or GIS systems to index related documents and update other systems. Once indexed in OnBase, documents are automatically available from GIS maps, Web sites, asset management programs or kiosks with a couple of mouse-clicks. Even large format CAD drawings.

- Extend the versatility and existing investment in legacy systems
- Eliminate the time, cost and risk that comes with redundant data entry
- Automatically kick off permitting/work order process workflows and notifications

### ***Reduce the cost of doing government business***

Now is the time. Eliminate the slow, redundant, expensive steps that get in the way. With effective document management, excessive, slow, paper shuffles to accomplish permitting, zoning and obtaining of public records can be a thing of the past. Paper purchasing, storage and delivery charges can be eliminated. More projects can be completed with less resources and less time. And your constituents will be happier.

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### **Why OnBase?**

OnBase is the only document management solution that is NAGCS-certified. Hosted, SaaS or on-premises. Desktop or Web-based to support ESRI Server and Desktop. Proven OnBase solutions meet the business, infrastructure and budgetary needs of any organization. Point-and-click workflows deploy quickly and expand easily.

- Reduce time to process permits and work orders
- Confidently and easily accommodate changes to requirements
- Promote self-service access to project and public documents
- Eliminate backlogs and handle bigger project loads without increasing staff

### **time to make a difference.**

Get more information out of existing business applications. Reduce, even eliminate, wasteful, redundant tasks. Now you can spend your time on the things that really matter. That's effective document and process management.

That's the OnBase difference.

Learn more at [OnBase.com/Government](http://OnBase.com/Government)

**OnBase**  
a Hyland Software solution