

## **Accelerate Building Permit Review & Approval Cycles and Improve Service Delivery to Citizens with AutoVue Enterprise Visualization Solutions**



Add digital annotations and comments during permit reviews for faster, more effective review and approval cycles

### **Customer Success**

"Automating our permit application processes with Oracle's AutoVue has been a boon for us. We have faster, easier access to the information we need, and we don't have to shuttle around different documents anymore. By the end of 2010 we will have been able to process six million documents."  
- **Saed Al Masoud, Technical Expert and Product Manager, ASEZA**

"Now, with our ePermitting portal and AutoVue, everything is completely electronic. Vital information is now instantaneously available for users to see, and workflows are streamlined and more efficient." - **Charles Lemon, Agency Consultant to Engineering Department, Information Systems Services, Palm Beach County**

Municipalities and local governments across the globe are faced with increasing demand for permitting services and are under pressure to improve the quality and speed of permit reviews, as well as citizen service delivery. AutoVue is an integral part of a complete building ePermitting platform, providing municipalities with an efficient and secure method to access and collaborate on digital permit documents. The solution accelerates plan reviews and building inspections, optimizes customer service and staff efficiency, and enables multi-party collaboration within permit departments and with other agencies.

### **Streamline Building Permit Reviews with Digital Document Collaboration**

Population growth and increases in infrastructure spending has raised demand for permitting services at the local government level. With homeowners and contractors required to apply for and secure all necessary building permits prior to executing projects, permit departments are tasked with keeping up with this growing demand. They are even further challenged by the fact that permit applications can involve dozens or hundreds of documents, all of which need to be reviewed and approved by multiple departments and agencies, such as Building Safety Services, Planning and Engineering, etc.

Increasingly, an all digital permitting system is the answer for many municipalities and local governments. With an ePermitting system, citizens submit their applications and corresponding documentation online via a portal, and permit reviewers work with and provide feedback on digital documents instead of paper. An all digital permitting system serves to streamline and accelerate the review process; improves staff efficiency and inter-agency collaboration; and enhances communication between applicants and staff that delivers higher quality submissions, reviews and customer service.

Unlike traditional paper-based processes which passed around permit documents amongst reviewers, digital permitting eliminates such manual processes and allows for a more efficient use of staff time and resources. By automating tasks such as stamping, and allowing users to digitally sign and approve documents, staff resources are optimized and the costs and delays associated with manual processes are eliminated. Compliance efforts are also greatly enhanced as steps in the review and approval process are digitally captured and recorded, providing a digital audit trail of decisions, changes and approvals.

"AutoVue supports the one-stop shop principle. This means that several applications for permits are processed faster and in one go, so the applicant receives all the information about his or her application quicker and at the same time." – **Lars Fehse, Information Management Consultant, Municipality of Enschede**

**Benefits:**

- Eliminate costly manual or paper-based processes
- Accelerate permit application, review, and approval processes
- Enhance communication between applicants & staff
- Improve staff efficiency and reduce duplication of effort
- Increase transparency & establish accountability among all departments
- Enable multi-party collaboration within and beyond the municipality
- Improve citizen service with reduced permitting times

**Capabilities:**

- Digitally capture reviewer comments, feedback and approvals
- Easily consolidate comments from multiple reviewers
- Identify hard to spot changes or differences to re-submitted plans
- Include information from case /document management system in automated approval stamps
- Access permit information on tablet PCs in the field during building inspections

**Improve Communication during Building Permit Reviews**

If a single individual were responsible for reviewing and approving a permit application from A to Z, the process would be quick. However, in reality permit application reviews typically involve multiple reviewers, from different departments and agencies, and include hundreds of comments that need to be captured and communicated amongst them. A visually enabled ePermitting system which provides a digital means to capture and track reviewer comments and feedback greatly improves communication and collaboration amongst these various departments and agencies. When reviewers are able to communicate and add in-context observations and instructions directly within documents it allows for greater accountability and traceability in the review process and provides a valuable tool for gauging department efficiency and spotting problems.

Reviewer's digital feedback can also be shared with applicants, a more cost effective alternative than providing printed feedback, which delivers a higher quality service experience for customers. Similarly, applicants can reply digitally to questions about their permit application and submit any new or updated documents that may be required. In cases where the applicant is required to re-submit an application, the latest version of a document can be digitally compared to its previous version, making it easier and more reliable to spot hard to see differences. This ensures that all requested changes were made and that no unexpected changes, intentional or otherwise, were introduced to the documents. Easy identification of changes greatly streamlines the permit review and approval process and helps ensure greater compliance.

**Enable Higher Quality Inspections and Better Reporting**

Inspecting completed work is the final step in the building permit process. When preparing to head out to the field, building inspectors typically print final documents for use during onsite inspections, an impractical, expensive and time consuming process.

Providing building inspectors with on-site digital access to all documents and drawings associated with the permit application via a laptop or tablet PC greatly accelerates the inspection process and results in improved reporting and higher quality inspections. With AutoVue on a tablet PC, onsite building inspectors can add digital annotations and comments directly onto documents or photos taken while in the field. Once back in the office, inspectors can update their comments or feedback to enterprise systems and offline work becomes part of the review trail. Making onsite comments and findings available to all reviewers and applicants makes it easier to share and communicate with them any issues found or questions raised during the inspection.

**About Oracle's AutoVue Enterprise Visualization Solutions**

AutoVue delivers visualization and digital annotation capabilities on virtually any document type associated with building permit applications, including building plans, floor plans, image, or PDF files. AutoVue plays an integral role in a complete & integrated electronic permitting solution and delivers an efficient, flexible, & secure method for municipalities to streamline permitting processes, improve the quality and speed of plan reviews, optimize customer service and staff efficiency, and enable multi-party collaboration, with multiple departments and agencies.

For more information about AutoVue Enterprise Visualization solutions, call 1-514-905-8400 to speak to an AutoVue representative, or visit <http://www.oracle.com/us/products/applications/autovue/index.htm>

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