



# TRANSFORMING BUILDING & ZONING OPERATIONS

*Ten advantages of going digital  
with Accela*

[www.3sgplus.com](http://www.3sgplus.com)

## INTRODUCTION



Building and zoning departments play a crucial role in fostering sustainable growth, ensuring compliance, and supporting vibrant communities. However, traditional paper-based processes often create inefficiencies and challenges that hinder progress.

The Accela Civic Platform is a powerful digital solution designed to modernize building and zoning departments with seamless workflows, real-time collaboration, and citizen-centric services. By transitioning to the Accela Civic Platform, agencies can overcome operational bottlenecks, reduce costs, and position themselves as leaders in smart governance and future-ready urban development.

## TEN ADVANTAGES OF GOING DIGITAL WITH ACCELA

### 1. STREAMLINED APPLICATION PROCESS

Transitioning from manual, paper-based workflows to web-based ones simplifies application submissions, routing, and reviews. Builders can upload documents, pay fees, and track progress online 24/7.



### 2. FASTER PERMIT APPROVALS

Automated workflows reduce bottlenecks by enabling concurrent reviews, electronic document markups, and faster applications routing. Automation accelerates permit issuance and zoning approvals.

### 3. ENHANCED INSPECTOR PRODUCTIVITY

Mobile platforms allow inspectors to access all necessary documents and data in the field. Mobile access reduces office trips and enables field staff to complete more inspections efficiently.



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### 4. IMPROVED REVENUE COLLECTION

Digital fee processing systems streamline payment collection, so agencies can process more transactions quickly and securely, which increases revenue and reduces administrative overhead.

### 5. REDUCED OPERATIONAL COSTS

Automating and digitizing document management eliminates paper-based processes and cuts down on printing, storage, and manual handling costs. Agencies also save on physical office space and supplies.



### 6. GREATER TRANSPARENCY AND CITIZEN SATISFACTION

Online access provides builders and citizens with real-time updates on applications, improving trust and satisfaction. Transparent processes foster community engagement and ease of doing business.

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### 7. BETTER COLLABORATION AND DATA ACCURACY

Integrated systems allow seamless sharing of planning and zoning data between departments, which reduces errors and improves decision-making. Tools like GIS mapping enhance data visualization and accuracy.



### 9. SCALABILITY AND FUTURE-READY SOLUTIONS

SaaS-based platforms hosted on secure infrastructures like Microsoft Azure offer scalability, so systems can handle increasing workloads and adapt to future challenges.

### 3. ENVIRONMENTALLY FRIENDLY OPERATIONS

Going paperless reduces an agency's environmental footprint. Decreasing paper usage, transportation emissions, and waste also helps meet and exceed sustainability goals.



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### **10. ENHANCED REPORTING AND DECISION-MAKING**

Built-in analytics and reporting tools provide agencies with insights into bottlenecks, productivity metrics, and overall process effectiveness, which facilitate data-driven improvements.

## **CONCLUSION**

Building and zoning departments play a crucial role in fostering sustainable growth, ensuring compliance, and supporting vibrant communities. However, traditional, paper-based processes often create inefficiencies and challenges that hinder progress.

The Accela Civic Platform offers a powerful digital solution to modernize these departments, enabling seamless workflows, real-time collaboration, and citizen-centric services. By leveraging Accela, agencies can overcome operational bottlenecks, reduce costs, and position themselves as leaders in smart governance and future-ready urban development.



# TEN ADVANTAGES OF GOING DIGITAL IN BUILDING AND ZONING OPERATIONS

## ACCELA AND 3SG PLUS



Accela is an industry leader in designing and delivering government software that improves efficiency and increases citizen engagement.

Accela is unified cloud-based platform with ready-to-deploy permitting, licensing and code enforcement solutions that accelerate growth, efficiency, and transparency in communities of all sizes.

The open and flexible technology helps agencies address specific needs today while ensuring agencies are well prepared for the emerging challenges of the future.



3SG Plus is a technology reseller and IT managed services provider headquartered in Columbus, Ohio. Our services include enterprise content management, digital transformation, and cybersecurity. We are an authorized Accela reseller, integrator, and professional services provider.

We provide customized Accela deployments, and we integrate Accela software with other agency platforms to enhance functionality and effectiveness. We also provide onboarding assistance and post-implementation support.

Our team has 20 years of experience in providing digital transformation solutions to public and private sector clients. Our expertise and comprehensive support services enhance operational effectiveness, boost transparency, and maximize the value and impact of their Accela software.

## CONTACT US



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Michael Bowen has over a decade of expertise gained from extensive use of Accela software while serving at the City of Columbus Department of Building and Zoning Services. Michael adeptly applies his wealth of hands-on experience to serve our Accela customers, aligning our enhancements with the operational requirements of government agencies, drawing from his firsthand knowledge of the challenges and solutions encountered in adoption and onboarding processes.