3SG+

# ACCELA CIVIC PLATFORM BUILDING & PLANNING SOLUTIONS

*Driving efficiency, transparency, and compliance through digital transformation.*

www.3sgplus.com

# ABOUT US

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.

Accela is an industry leader in powering communities that thrive and empowering the people who lead them. The company designs and delivers government software to improve efficiency and increase resident engagement.

Accela provides a unified cloud-based platform of ready-to-deploy licensing, permitting and code enforcement software 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 they are well prepared for the emerging challenges of the future.

# ONE PLATFORM.
# ENDLESS POSSIBILITIES.

Accela Civic Platform provides an integrated suite of software solutions designed to streamline operations, improve service delivery, and enhance citizen engagement for government agencies.

With Accela, agencies can combine building and planning, permitting, inspections, licensing, fire prevention, and code enforcement solutions into a single platform experience to simplify administration and provide transparency to constituents.

**BUILD COMMUNITIES**

**GROW BUSINESSES**

**PROTECT CITIZENS**

**AGENCY BACK OFFICE USERS**

**RESIDENT & BUSINESS USERS**

**AGENCY FIELD USERS**

BUILDING

PLANNING

SERVICE REQUEST MGMT

BUSINESS LICENSING

SHORT TERM RENTALS

ALCOHOL BEVERAGE CONTROL

CANNABIS REGULATION

OCCUPATIONAL LICENSING

FIRE PREVENTION

ENVIRONMENTAL HEALTH

WINE SHOP

• FLOWERS •

DISPENSARY

Barber

# ACCELA BUILDING

The Accela Building module modernizes the permit application and issuance process for government agencies. This solution replaces cumbersome, paper-based workflows with a digital system that provides a user-friendly experience for both agency staff and the public. Accela Building promotes inter-agency collaboration; and citizens and developers can use the online portal to submit applications, track statuses, and upload necessary documentation.

3SG Plus configures automated workflows based on your agency's specific business rules to accelerate permit applications processing.

## BENEFITS

- **Reduce processing times** with online submissions and automated workflows.
- **Provide full transparency** into application progress for applicants
- **Increase agency revenue** through efficient fee collection and tracking.
- **Enhance customer service** with 24/7 online portal access for constituents

## BUSINESS CHALLENGES SOLVED
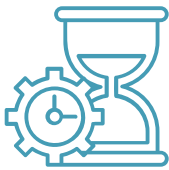
### Slow, Manual Permitting

Workflow automation and online portals cut down on time and errors.

### Lack of Transparency

Applicants can track the real-time status of their permits from submission to approval.

### Department Siloes

Accela promotes inter-agency collaboration with a single platform for all stakeholders.

# ACCELA PLANNING

The Accela Planning module helps government agencies streamline the plan review and approval process. This solution replaces slow, paper-based reviews with a digital system that allows for simultaneous review and annotation of plans by multiple staff members.

3SG Plus's experts integrate the Accela Planning solution with your existing systems and configure it to automate workflows, ensuring a seamless and efficient plan review process tailored to your agency.

## BENEFITS

- **Reduce plan review times** with electronic submissions and simultaneous reviews.
- **Provide full transparency** into a project's approval status for developers.
- **Improve efficiency** by eliminating paper-based bottlenecks.
- **Ensure compliance** with digital tracking and version control.

## BUSINESS CHALLENGES SOLVED

### Time-Consuming Plan Reviews
Accela replaces paper-based processes for simultaneous review by staff members.

### Project Bottlenecks
Automated workflows and real-time collaboration remove sequential reviews.

### Inefficient Version Control
The platform tracks changes and manages versions for up-to-date plan access

# ACCELA CODE ENFORCEMENT

The Accela Code Enforcement module helps agencies manage the full lifecycle of code violation cases. The module includes a user-friendly interface for citizens to submit complaints, so agency staff can track issues from initial report to final resolution.

3SG Plus provides expert implementation services to ensure the solution is tailored to your agency's unique needs, from initial configuration to staff training and ongoing support.

## BENEFITS

- **Reduce the time** it takes to manage a case with automated workflows.
- **Provide full transparency** into complaint status for citizens.
- **Improve officer productivity** with mobile access to case files.
- **Ensure compliance** with a centralized system for tracking violations.

## BUSINESS CHALLENGES SOLVED

### Disorganized Case Management

The centralized system tracks issues from initial complaint to final resolution.

### Limited Citizen Communication

The public portal lets citizens report issues and track status updates in real time.

### Inefficient Field Work

Mobile access allows officers to issue citations and update records directly from the field.

# ACCELA SERVICE REQUEST MANAGEMENT

The Accela Service Request Management (SRM) module helps government agencies automate the intake, routing, and management of citizen requests, which can be directly tied to code enforcement. For example, a citizen report of an overgrown yard submitted through the user-friendly portal can be automatically routed to the relevant code enforcement officer. The module promotes inter-agency collaboration; and citizens can use the online portal to submit requests, track their status, and upload necessary documentation.

## BENEFITS

- **Reduce the time** it takes to manage a case with automated workflows.
- **Provide full transparency** into complaint status for citizens.
- **Improve officer productivity** with mobile access to case files.
- **Ensure compliance** with a centralized system for tracking violations.

## BUSINESS CHALLENGES SOLVED

### Disorganized Citizen Requests
Automated routing ensures no request falls through the cracks.

### Lack of Transparency
The public portal lets citizens submit requests and track status updates in real time

### Inefficient Communication
Centralized communication improves response times and public trust.

# CONTACT US

**Michael Bowen**
**Director, Accela Service**

📞 614.407.7990

✉️ sales@3sgplus.com

🌐 www.3sgplus.com

Michael Bowen,  Director of Accela Practice at 3SG Plus, 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.