FROM ACTIVITY TO INSIGHT: TRANSFORMING ACCELA INTO A DECISION-SUPPORT PLATFORM

A leadership guide to modernizing performance management in local government

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THE REPORTING GAP IN LOCAL GOVERNMENT

Most agencies have a visibility problem, not a data problem. Staff log thousands of actions—permits, inspections, and fees. However, this data often remains trapped in a complex activity layer rather than being translated into business terms that leadership understands.

MANUAL MONTHLY REPORTS

RAW DATA

THE KEY PAIN POINTS

Manual Reporting Costs

- Fragmented Data
- Labor Intensive
- Technical Barriers

Decision Lags

- Limited Real-Time Awareness
- Reactive Management
- Missed Opportunity

Forecasting Difficulty

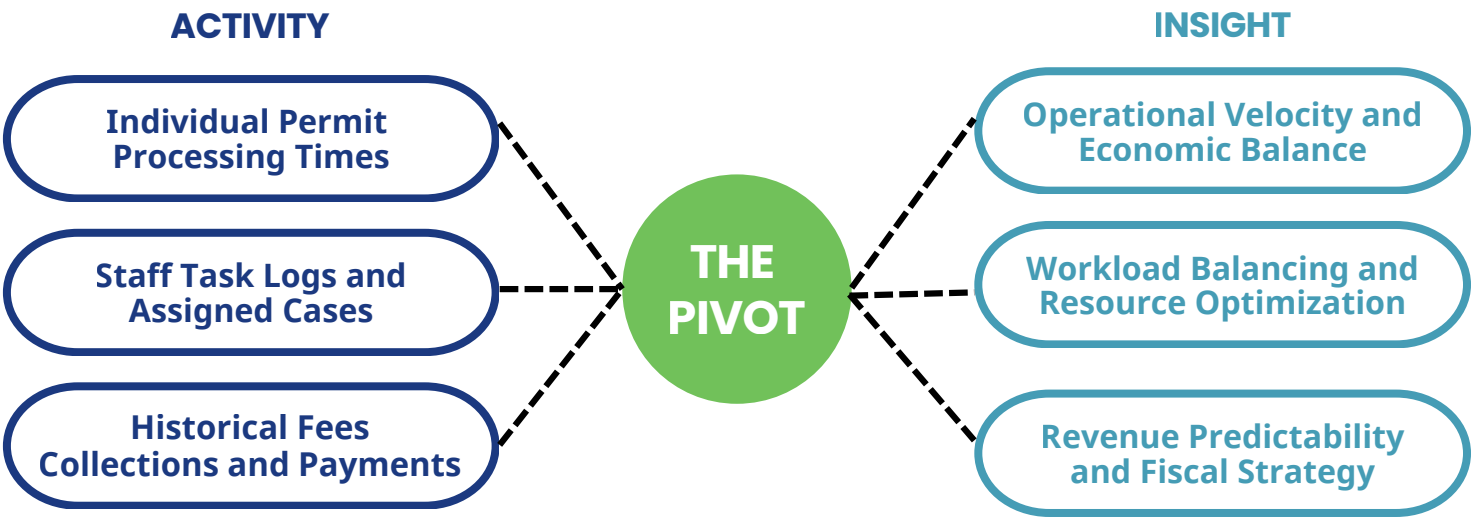
- Operational Blind Spots
- Limited Trend Projection
- Planning Challenges

THE MAGNITUDE OF COMPLEX DATA

Every time an inspector completes a field check or a technician processes a fee, Accela captures a specific timestamp and data point. While these activities are necessary for daily operations, their true value is unlocked only when they are aggregated into business terms that leadership understands.

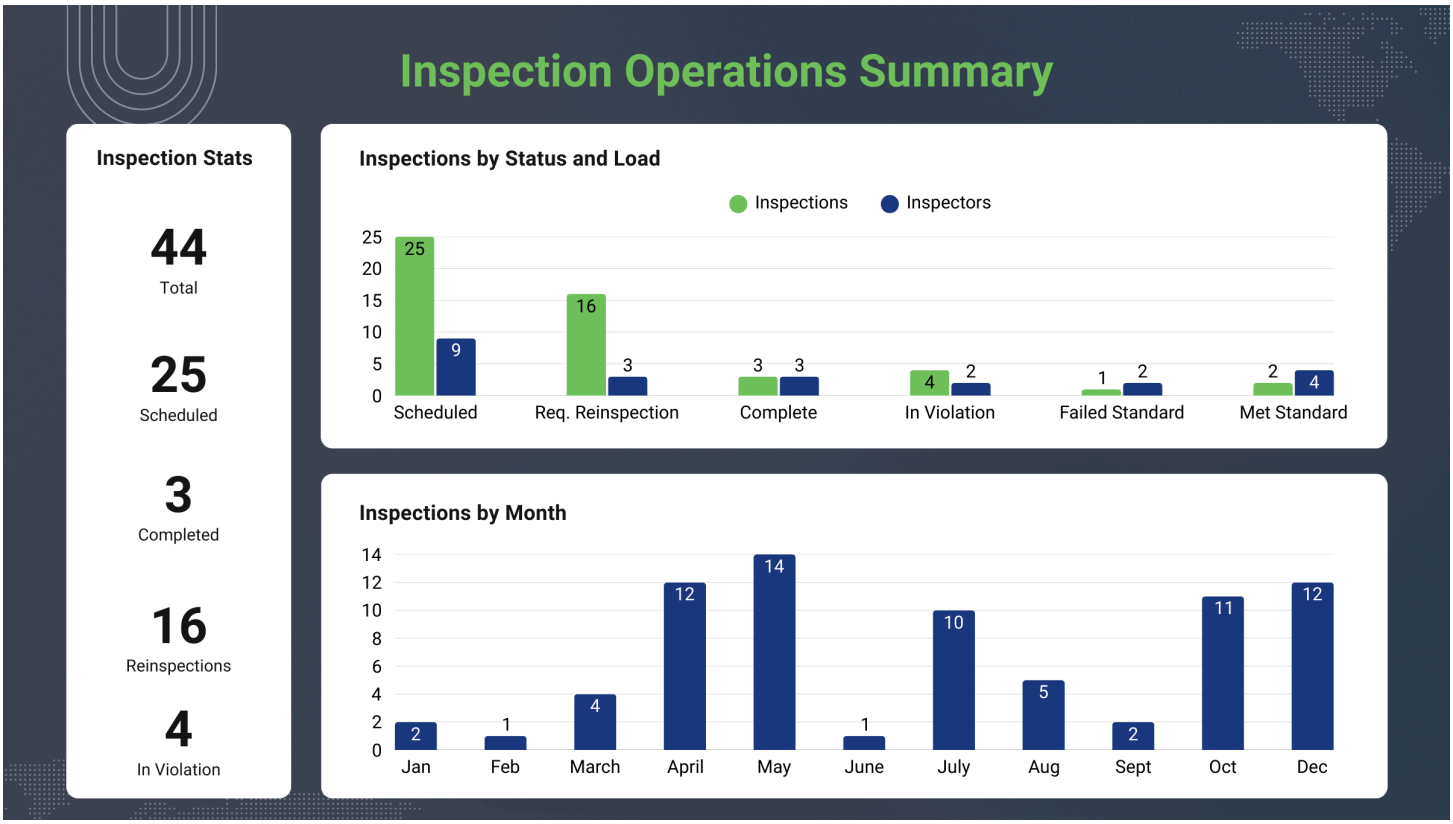
THE PIVOT FROM ACTIVITY TO INSIGHT

Leveraging the embedded data visualization tools included within the Accela platform gives your agency a single source of truth. You move away from asking your team to *find the data* and move toward asking your team to *execute the strategy*.



TURNING MAGNITUDE INTO MEANING

Accela captures a vast magnitude of complex data during process automation. The challenge for leadership is not a lack of information, but the need to visualize it in a way that empowers decision-makers to identify efficiencies and best serve their communities.



By configuring dynamic dashboards, agencies can provide a single source of truth for tracking department and organization-wide metrics. These visualizations allow stakeholders to consume the information that matters most while retaining the ability to drill into specific details in a self-sufficient experience.

BRIDGING THE GAP BETWEEN DATA AND DECISIONS

Moving from raw activity to executive insight requires more than just software; it requires a structured approach to data strategy. 3SG Plus partners with agencies to implement a proven roadmap that ensures your Accela data becomes your most valuable leadership asset.

ALIGN

We start by identifying the North Star metrics that matter to your stakeholders. By aligning your Accela configuration with the specific KPIs your Board or Council demands, we ensure your dashboards drive the right conversations.

CLEANSE

Insight is only as good as the data behind it. We standardize workflows and data entry across departments to create a single source of truth. This phase eliminates silos and ensures your reports are accurate, consistent, and defensible.

VISUALIZE

We leverage the visualization tools already included in your seat license to build modern, interactive dashboards. These tools turn a magnitude of complex data into coherent, visually immersive insights that allow you to track daily operations and identify long-term trends.

The Outcome: A Self-Sufficient Leadership Experience

Our goal is to empower your stakeholders to interact with and drill into information independently. By connecting your data through familiar business terms, we provide an interface simple enough for end-users to manage while powerful enough to drive strategic business decisions.

TRANSFORMING ACCELA INTO A DECISION-SUPPORT PLATFORM

3SG Plus is a technology reseller and IT managed services provider headquartered in Columbus, Ohio. 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

Accela is an industry leader in powering communities that thrive and empowering the people who lead them. 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.

READY TO SEE YOUR DATA CLEARLY?

You have already made the investment in Accela; now, let's make that data work for you. Contact us today and learn how you can turn a magnitude of complex data into coherent, visually immersive, and interactive insights.

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