



Integrating Technology to Achieve Measurable Results

The Problem

A municipal planning department was customizing a third party application to receive land development plans, circulate, mark-up and provide electronic document approvals. This application included a web portal, electronic mark-up tool integrated with the document management system and a workflow tool. The challenge for the client was to ensure that the project met or exceeded expectations of clients for improved cycle time of the process.

The Solution

BICS worked with the client to develop before and after process documentation that provided the application customization team with clear direction on the changes required. Also, there was a significant training component on metrics development to ensure the system once introduced was meeting expectations. These metrics also led to identification of targeted improvements or tuning of the system once it was initially launched.

The Results

The department was able to introduce the technology on time and budget as well as achieve a 50% improvement in cycle time. There was also a resulting increase in quality of applications submitted as part of the process.