

# SmartGov™

## Simplified Service for Your Community



**Provide a better experience for your citizens, businesses and staff by managing permitting, planning, licensing, inspections and code enforcement in one centralized system.**

**Using SmartGov™, you can streamline your plan review, reduce liability, increase transparency and facilitate your community's needs by optimizing your processes.**

**You also have the ability to add an easy-to-use public portal. As a result, you can increase efficiencies and dramatically reduce time, cost and error for your organization.**

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### How does it work?

SmartGov is a browser-based software-as-a-service (SaaS) solution that securely manages and streamlines processes at every stage of engagement. With automation and a mobile app, SmartGov simplifies access and processes for citizens, contractors and businesses. Manage all of your essential processes tied to permitting, planning, licensing, inspections and code enforcement in one unified system.



## Key Benefits



**Increase citizen confidence and satisfaction.** Build a stronger connection with your community while saving time and money by allowing citizens to complete processes and check statuses online 24/7. This way citizens can work with you anywhere and anytime they need.



**Improve safety.** Make requests and applications easy to submit, and maintain more reasonable response times to ensure citizens follow through with proper permitting procedures and work is done safely. With automated code enforcement, compliance is enforced more quickly and accurately, minimizing violations and increasing public safety.



**Drive development, growth and revenue.** With optimized processes for functions like permitting and licensing, you'll capitalize on development opportunities faster, ensure revenue is collected quicker and provide an optimized experience for the business and development community. You and your department will maintain a positive reputation and continue to attract new development.



**Improve decision making.** Maximize visibility and transparency with a full suite of reports and charts. Provide analytics to elected officials to enable data-driven decisions to improve efficiencies and deliver meaningful outcomes.



**Maximize efficiencies.** Dramatically reduce time, costs and errors associated with permit processing, business licensing, code enforcement and inspections by tracking and managing all processes and tasks in a unified, web-based and mobile-enabled system. Backend process automation combined with an intuitive public portal provide an end-to-end solution that eliminates guesswork and dependence on paper, while enabling faster revenue generation for your jurisdiction.



**Gain critical portability.** Conduct on-site inspections and code enforcement from anywhere with a system that can be used on virtually any mobile device.

“User-friendly, manageable and efficient, [Dude Solutions] software has allowed us to successfully implement streamlined and efficient permit processing at a time when resources (staff, time and funding) are strained and customer satisfaction is a priority.”

— Nikki Hollatz, Environmental Health, Skamania County, WA



## Product Features

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### Permitting & Planning

- > Centralize permit and project data
- > Monitor contractor license information
- > Automate workflow and approval process
- > Define an unlimited number of permit and project types
- > Collaborate internally between departments or externally with clients
- > Calculate fees automatically, including late NSF penalties
- > Attach notes, scanned images and electronic files to a permit or project
- > Manage special zoning and conditional requirements
- > Assign inspections based on geographical area, violation type or inspector workload
- > Integrate with existing GIS systems

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### Business Licensing

- > Manage licensing from new applications to renewals and expirations, including timelines, fees and inspections
- > Issue business licenses
- > Generate notice letters for applicants
- > Enable online application submittal and fee payment
- > Allow for expirations or blocking of permit and inspection requests
- > Enable users to view business license history

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### Enforcement

- > Automate enforcement, from complaint submittal to resolution
- > Centrally track and manage unlimited case types, code violation activity and deadlines
- > Assign inspections based on geographical area, violation type or inspector workload
- > Track investigations, hearings and legal actions
- > Automatically calculate violation fines
- > Attach notes, scanned images and electronic files to a case
- > View case resolution and create a permanent case history
- > Integrate with existing GIS systems

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### Inspections

- > Unify automated workflows, task lists, scheduling and note-taking
- > Define your own inspection types
- > Create checklists of actions for each inspection type
- > Assign inspection types and checklists to every project, permit, case or license
- > Schedule inspections based on geography, type or inspector
- > Track every inspection as part of a permanent digital record
- > Sort, query and access records easily, from anywhere at any time



## Product Features (cont'd)

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### Mobile

- > Inspections and code enforcement tools in the field via any laptop, tablet or smartphone
  - > Document updates or code issues and communicate them with co-workers and clients in real time
  - > Print any letters, certificates or reports from your mobile device
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### Map Integration

- > Enable visualization of any number of GIS layers alongside permits, projects, inspections and code enforcement cases with an ArcGIS integration
  - > GIS layers can be displayed in conjunction with the standard base maps included as part of the core feature set
  - > Display inspection search results and enforcement actions as a point on a map
  - > Navigate existing cases and initiate new cases starting from a map
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### Public Portal

- > Submit permit applications, including digital documents, digital plans, fee payments and inspection requests
- > View the status of permits, inspections and violations
- > Print reports and required forms
- > Access fee information
- > View daily and pending inspection schedules, as well as year-to-date metrics
- > View and respond to digital plan markup and comments
- > Review real-time plan check comments and inspection results



## Product Features (cont'd)

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### Online Payments

- > Define fee types and rates
  - > Assess fees and invoice for payment
  - > Receive partial or full payments and issue partial or full refunds
  - > View transaction history
  - > Integrate with payment processors and Financial Management Systems
  - > Manage security and uptime to allow for payments 24/7
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### Reporting

- > Access library of formatted reports, form letters and related output documents for managing the lifecycle of permits, licenses and enforcement cases
- > Build your own reports in a variety of formats, generated with user-defined parameters and available on scheduled intervals or in real time
- > On-screen queries using integrated search tool



## Technical Requirements

We suggest the latest version of all browsers and mobile operating systems (OS) for the best experience. Please consult with your IT department to ensure that all browsers are up to date and capable of supporting Community Development.

### INTERNET BROWSER

Latest versions are recommended

- › Google Chrome
- › Internet Explorer 11

## Implementation Information

All Dude Solutions clients have our support, starting with implementation. Your dedicated project manager and implementation specialist will support you with a call to outline your objectives and guide you through every step of the process. And our support doesn't stop there. As a client, you'll have our Legendary Support Team on your side to ensure you get the most out of our solutions. From initial installation to your first permit processed, we've got you covered.

### Legendary Support Team

*Cost: Included*

- › All Dude Solutions clients have unlimited access to our Legendary Support Team
- › Reach support via phone or email for answers

### Implementation support

*Cost: Included*

- › Dedicated implementation resources, including a project manager and an implementation specialist
- › Orientation call to establish objectives and answer questions
- › Project collaboration tool for implementation management
- › Weekly status meetings and implementation updates

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## ABOUT DUDE SOLUTIONS

Dude Solutions is a leading software-as-a-service (SaaS) provider of operations management solutions to education, government, healthcare, senior living, manufacturing and membership-based organizations. For nearly two decades, Dude Solutions has inspired clients to create better work and better lives. We combine innovative, user-friendly technology with the world's smartest operations engine, empowering operations leaders to transform the most important places in our lives. Today, more than 12,000 organizations use our award-winning software to manage maintenance, assets, energy, safety, IT, events and more. For more information, visit [dudesolutions.com](http://dudesolutions.com).