

a product overview

Accela Automation[®]



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Empowering Government and the People they Serve

Accela Automation is a Web-based, enterprise application that helps agencies create a more citizen-centric, performance-based government. Accela Automation utilizes an open architecture and a centralized database, allowing information to be shared across departments and improving communication between an agency's office and field staff, the public, businesses, and other key stakeholders. It provides a complete solution for automating critical tasks associated with permitting, code enforcement, community development and planning, inspections and investigations, licensing and case management, asset and resource management, and more.

AUTOMATE

For more than a decade, Accela Automation has been providing government agencies with the tools to manage workflow, track and enforce regulatory services, and communicate more effectively with customers, internal staff and field workers. Accela Automation has been deployed in hundreds of agencies worldwide and leads the industry in Web-based e-government applications.

Accela Automation is available in five modules that support key government functions. These modules manage the core business activities of a single department or work as an enterprise solution to manage the activities of an entire jurisdiction.

Accela Asset Management™

Accela Land Management™

Accela Licensing & Case Management™

Accela Public Health & Safety™

Accela Service Request™

Add-on products expand and enhance the functionality of Accela Automation:

Accela Citizen Access™

Accela GIS™

Accela IVR™

Accela Mobile Office™

1

2

Alternate ID	Module Name	Number	Street Name	Street Type	Description	Permit Type	Status	Opened Date	Condition	Record ID	Record Type Alias
01SFR-000062-2010	Building					Building/Residential/New/Single Family Residence		01/06/2010		10CAP-00000-00018	Single Family Residence
01SFR-000061-2010	Building	10	SAN CARLOS	DR		Building/Residential/New/Single Residence		01/06/2010		10CAP-00000-00010	Single Family Residence
COM-1000004	Building					Mechanical/Commercial/AC Ice - Web		01/06/2010		10MEC-00000-00001	Commercial Air Condition & Furnace
01SFR-000062-2010	Building	10	SAN CARLOS	DR		Building/Residential/New/Single Residence		01/06/2010		10CAP-00000-00018	Single Family Residence
COM-1000005	Building					Building/Building/Commercial/Tenant Improvement	Pending	01/06/2010		10BLD-00000-00003	Building/Building/Commercial/Tenant Improvement
01SFR-000054-2010	Building	1428	SUNRISE	PKWY	Jones Residence	Building/Residential/New/Single Family Residence	Accepted and Ready for Review	01/05/2010		10CAP-00000-00011	Single Family Residence
01SFR-000019-2010	Building	1720	TAMPICO	CT	Dan Robertus Single Fa...	Building/Residential/New/Single Family Residence	Review Passed	01/05/2010		10CAP-00000-00006	Single Family Residence
01SFR-000023-2010	Building	10	SAN CARLOS	DR	mike field goat farm w...	Building/Residential/New/Single Family Residence	Closed	01/05/2010		10CAP-00000-00000	Single Family Residence
01SFR-000049-2010	Building	1408	SUNRISE	PKWY	clifford Shultz 3	Building/Residential/New/Single Family Residence	Accepted and Ready for Review	01/05/2010		10CAP-00000-0001E	Single Family Residence
01SFR-000032-2010	Building	10	SAN CARLOS	DR	andy wasson jr house	Building/Residential/New/Single Family Residence	Additional Review Necessary	01/05/2010		10CAP-00000-0000X	Single Family Residence

3

1

Accela Automation leverages the latest Web-based technologies to deliver a **rich experience for all users** – global search, integrated mapping, spell check, standard comments and more.

2

Accela GIS gives staff direct access to view geographic representations of all land-use, zoning, and infrastructure information associated with a parcel, permit, inspection, plan, asset, work order, or service request. Accela GIS also allows mashups of agency maps with Bing Maps for better visual analysis.

3

Agencies can **configure Accela Automation** for any type of agency record including permits, licenses, service requests, and work orders. Accela Automation consoles can be configured for different roles within the agency, providing a unique user experience.

Accela Automation offers complete automation:

Powerful Workflow – Accela’s workflow engine is configured based on your agency’s existing practices. Workflows can be very complex, involving several departments and multiple steps; or can be simpler, involving a single department and just a few steps.

Data Manager – Admin tools like Data Manager allow you to move records and configurations from one environment to another.

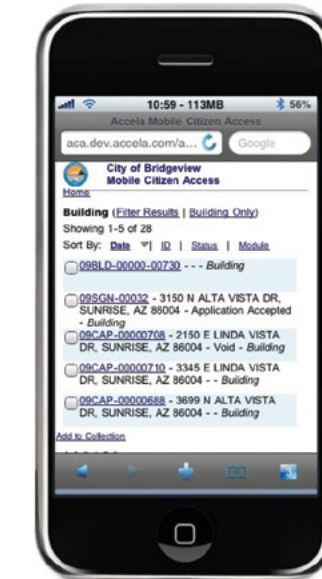
Document Review – Accela Automation includes key business tools like Accela Project Manager, which is a comprehensive enterprise project review and management system for various types of regulatory documents – e.g., plans, architectural drawings, licenses. Accela Project Manager leverages Adobe Acrobat Pro and incorporates eCodes from the International Code Council (ICC).

Robust Reporting – Accela Automation provides your agency with the ability to leverage its existing investment in Oracle, Crystal, or Microsoft reporting tools and analyze information in real-time. The application also provides real-time views of data with quick queries, which are pre-configured views that users can set up and save. Once a view is selected (for example, open code enforcement cases), the data can be quickly exported into Excel or a CSV to create reports, letters, etc.

Fee and Cashier Management – Accela Automation provides administrators with the ability to quickly define fees and fee schedules. Users can assess, invoice, and receive full or partial payments from a central payment center within the application.

Scripting – Accela Automation offers a powerful scripting engine that allows you to further configure your application to meet business needs. Events that can be triggered by the engine include creating a new record, resulting a workflow task, writing information to a data file, sending or receiving information from a Web service, and more.

Accela Mobile Office extends the processing capabilities of Accela Automation to the field, providing the same data and tools as back-office workers, including real-time access to maps, work assignments, and historical data. The product offers an easy-to-use, touch-enabled interface for field staff to manage their daily tasks.



With **Accela Citizen Access**, the public can apply and pay for all needed applications with a single online shopping cart from home or office, and can even access their applications from a Smartphone, all via the same, intuitive user interface. Application types include permits, licenses, and service requests.

Accela Automation Quick Facts

Databases

Oracle 10g or higher, SQL Server 2005 or higher

Languages

Arabic
Chinese
English
Spanish

Reporting

Crystal
Oracle
SQL

Mapping

ArcGIS
Server 9.3.1,
Bing Maps
(standard)

DEPLOY

Because Accela Automation is a Web-based solution, the system can be accessed using a Web browser from any PC, at any time, with no client software to configure or support. All data is stored in a central database, allowing every department or user in your agency to access the information they need and see data in real time, keeping everyone up-to-date.

There are two options for deploying the Accela Automation application:

Accela-hosted

- Accela provides hosting services in a secure tier-1 data center

Client-hosted

- Client provides hosting services

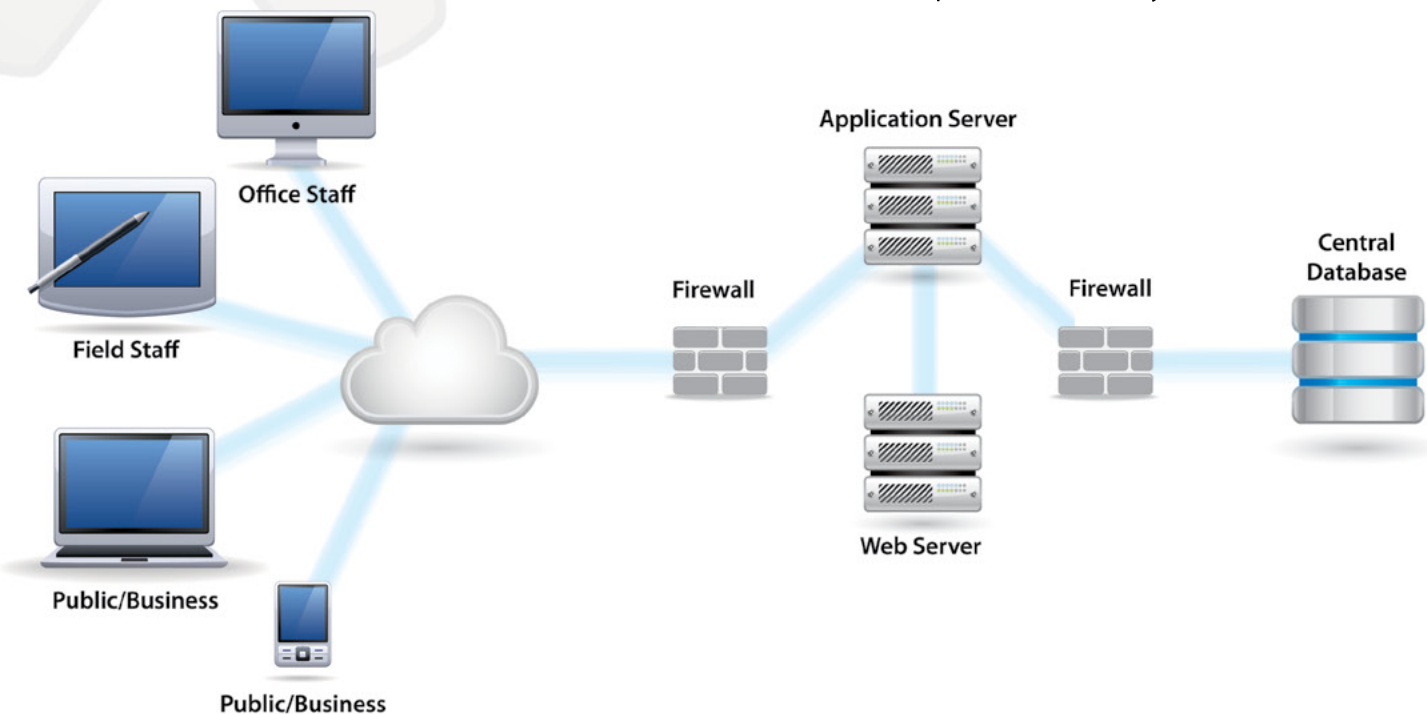
Compare the benefits of both options:

Accela-hosted

- Reduces IT costs
- High availability with 99.9% uptime
- Provides automatic release updates
- Data redundancy ensures data security and integrity

Client-hosted

- Maintains control of data on-site
- Builds on existing infrastructure
- No annual hosting fees
- Assures uninterrupted data recovery



DELIVER



For the Public

Accela Automation allows agencies to move traditional counter services to the Web, providing 24/7 access to services and information— looking up information, applying and paying for permits or licenses, submitting service requests, printing completed paperwork, and more.

For Power-Users

Accela Automation provides users with a consolidated view of all agency data. Automated workflow, forms management, and activity tracking allow users to operate more efficiently within their department and across multiple agency departments.

For IT Professionals

Accela Automation fits the needs of agencies large or small, with the flexibility to scale on an end-user, configuration, and server basis.

For Businesses

Accela Automation saves businesses time and money with a complete set of online service options that can be accessed at any time to manage complex processes like permitting, license renewals, and fee payments.



For Executives

Accela Automation offers real-time, full-enterprise metrics/analytics that bring an agency's big-picture view into focus making it easy to track progress and measure return on investment (ROI).

Accela Automation empowers every government employee and the people they serve

For Field Staff

Accela Automation supports processing of inspections, investigations, code enforcement cases, work orders, and service requests in the field, using a mobile device and Accela Mobile Office software.



For GIS Professionals

Accela Automation allows agencies to leverage their investment in GIS, giving end users a way to start their daily tasks directly from the map. Using Accela GIS, agencies have a geographic view of all land-use, zoning, and infrastructure information associated with a parcel, permit, inspection, plan, asset, work order, or service request. Users can also combine agency GIS data with Bing Maps to create powerful mashups of geographic data.

IMPLEMENT

The Implementation Process

The Accela implementation methodology is designed with a focus on customer satisfaction, based on our experience that stronger relationships result when we factor in the challenges our customers face every day: a shortage of time and resources and a continually-changing agency environment with little room for error. Accela's methodology provides all the resources and information required to plan, build, and manage an implementation while maximizing quality, timeliness, and cost-effectiveness.

Our proven implementation methodology offers a full range of services including project management, data conversion, software configuration, system integration, acceptance testing, and training.

Accela has managed more successful implementations than anyone else in the industry, from small agencies with just a handful of staff to some of the largest agencies in the U.S. with employees numbering in the thousands.

Project Management

Data Conversion

Software Configuration

System Integration

Acceptance Testing

Training



Continued Customer Support

The Accela Customer Resource Center (CRC) provides support for all of our products to ensure that problems are resolved quickly and your system is always performing optimally. Included in your software maintenance package are a variety of support options including:

- Dedicated case managers
- Access to product upgrades and product documentation
- Searchable knowledge base of FAQs
- Online case submission and tracking
- E-mail and phone support
- Online forums and blog sites



INTERACT

Join the Accela Community

The Accela Community is an online community for Accela customers, partners, and employees to collaborate, research, share and network with one another. It includes blogs by Accela product experts, knowledge base articles on all of our products, user-led forums, and a download library for sharing and accessing scripts, sample reports, data configurations, and more. The Accela Community is the best place to connect with other customers and product experts and get answers to your questions.

Learn more at <http://community.accela.com>



Accela Automation User Groups

User Groups are typically designed to include both users and technical personnel, and provide a forum to discuss how agencies use the software to accomplish particular tasks and solve problems. Meeting agendas are based on the input from group members. User Groups provide opportunities to:

- Create relationships where group members could pick up the phone or send out an e-mail to get help and advice from each other
- Share tips and tricks for using the software
- Participate in discussions and exchange ideas
- Learn from user presentations

The Accela User Conference

Accela's annual User Conference brings together hundreds of Accela users and countless opportunities to learn from each other's successes. The agenda includes five days of educational training designed for users, administrators, IT staff, and managers. Combined with entertaining outings and fun and informative networking events, the User Conference for you is a premier destination for current customers and interested prospects alike.

Learn more at <http://www.accela.com/conference>

FAQ



Q: Is Accela Automation Web-based?

A: Yes, Accela Automation is a Web-based application and can be accessed using a Web browser from any PC.

Q: How is Accela Automation hosted?

A: There are two options for deploying Accela Automation, Accela-hosted or client-hosted. Accela hosts at a tier 1 data center that supports 99.9% uptime.

Q: Does Accela Automation support SQL or Oracle databases?

A: Accela Automation supports both Oracle (10g or higher) and SQL (2005 or higher) databases.

Q: How many record types can Accela Automation handle?

A: An unlimited number of record types can be easily tracked and managed within Accela Automation. Records are defined as permits, cases, licenses, work orders, and/or service requests.

Q: How many different departments can use Accela Automation?

A: Accela Automation can be used by an unlimited number of departments at your agency, as long as you purchase modules to manage the business functions of each department.

Q: Can Accela Automation integrate with third-party systems?

A: Yes. The open architecture of Accela Automation enables it to integrate with third-party systems such as financials, reporting, and document management, and uses a single interface to access and manage enterprise data.

Q: Does Accela Automation provide mobile capability?

A: The flexibility of Accela Automation means you can easily expand its capability with add-on products. Accela Mobile Office extends processing capabilities to the field for inspections, code enforcement, work orders, service requests, investigations, and more.

Q: How much does Accela Automation cost?

A: Interested agencies should contact the Accela sales department at info@accela.com to receive a quote.

Q: What about GIS integration?

A: Accela Automation has tight integration with GIS and other mapping tools. The solution comes standard with Bing Maps so even agencies without GIS can take advantage of spatial data. In addition, Accela Automation supports ArcGIS Server by Esri, allowing users to view geographic representations of information associated with a parcel, permit, inspection, plan, asset, work order, or service request. Mapping tools are also available for field staff using Accela Mobile Office and public users accessing Accela Citizen Access.

Q: How does Accela Automation support online services for the public?

A: Accela Citizen Access is an add-on product that delivers a cost-effective way to move traditional counter services to the Web. Accela Citizen Access integrates with an agency's existing website to provide public users with a seamless user experience. Accela Mobile Citizen Access provides many of the same services through a Smartphone, providing even more convenient service for the public.

Q: What is included in our annual maintenance and support package?

A: Annual maintenance and support includes everything to ensure that your technology investment stays up-to-date: unlimited access to Accela's live technical support facility, the Customer Resource Center (CRC), for telephone and Web-based support, and access to bi-annual releases, including patches and enhancements. User guides and product collateral are also regularly updated and available online.

Q: What level of support should my agency expect after implementing Accela Automation?

A: After a successful launch of Accela Automation, an agency is assigned to the Customer Resource Center for continued support and maintenance services that ensure your Accela solution operates optimally. In addition, Accela Automation User Groups, the Accela Community website, and the annual Accela User Conference bring users together to share information on how different agencies use the application to accomplish tasks and solve problems.

What are you waiting for?
Upgrade to
Accela Automation
7.0
Today!