

A background image of Pima County buildings, including a prominent domed structure, overlaid with a large blue diagonal graphic that contains the title text.

## DigEplan<sup>TM</sup> PRO Case study Pima County, AZ

**Pima County, Arizona is one of the state's most populous counties, home to more than one million people. As a forward-thinking jurisdiction with big plans for their community's future, Pima County processes a high volume of applicants and has tight deadlines for plan reviews. But the lack of integration between Pima's former ePlan solution and Accela, their permitting system, created a host of inefficiencies. To best serve the needs of their community, Pima County sought better integration between their electronic plan review and permitting, as well as automation in the back-and-forth with applicants.**

### **Lack of integration creates inefficiencies**

Pima's quick turnaround times means the county needs a streamlined approach to plan review, both internally and externally. But the lack of integration between their former ePlan software and Accela created visibility issues and a disjointed workflow that was just inefficient.

In their workflows under the previous solution, applicants would send in an application that would have to be initialized and then uploaded to the queue in Accela. Next, Pima would send back correction letters automatically, but files would have to be attached manually via email. "It took up a lot of staff time," Tracey Gutheim, Operations Manager for Development Services, Pima County, said.

In fact, Pima had two full-time employees almost exclusively dedicated to these tasks. "We had two very competent people who were doing nothing but initializing applications and uploading revisions to move things along and get them out of initialization," Tracy said. "We knew they could be doing much more."

**"We have very short turnaround times that tend to be far more aggressive than most jurisdictions. DigEplan Pro has helped get applications into the system faster and improved transparency so that we know exactly what is in the queue,"**

*Tracey Gutheim, Operations Manager for Development Services, Pima County*

The need to send files back and forth via email also created the potential for visibility and transparency issues. “If people were out of the office, it could delay the review process because so much work was buried in inboxes,” Tracey said.

With aggressive review timelines, allowing only five days for plan review — even for large commercial projects — work that got buried in inboxes created frustrating bottlenecks. And when applicants would call in seeking an update on their application, there was no visibility into the documents that were siloed away in individual inboxes.

### **Pima seeks a fully integration solution that supports existing workflows**

When it came time to choose a new ePlan solution, integration with Accela and streamlined review process with external applicants were non-negotiables for Pima County.

**They considered several solutions, but none could slot in as easily as DigEplan Pro. “The others we looked at required us to change our workflows. What we really liked about DigEplan Pro was that it integrated fully, and we didn’t have to change our workflows,” said Tracey.**

DigEplan Pro emerged as the clear option, and the team stepped up to the challenge of a lightning-fast implementation when Pima realized it would have to be completed in just a matter of weeks.

For the implementation, DigEplan Pro partnered with TruePoint Solutions and got to work to ensure Pima was ready to go live by their specified date. “We were doubtful about being able to complete implementation in just a few weeks, but they were very optimistic,” said Amanda Fisher, Business Systems Analyst at Pima County. “They were like ‘We can do this,’ which was reassuring,” she added.

**When the normal hiccups of a quick implementation arrived, the team at Avolve was there to support Pima every step of the way.**

“They’ve been really great, always helping us or quickly responding. We’ve really appreciated them chauffeuring things back and forth amongst

themselves to help us get through the challenges of a quick implementation and new system,” said Amanda.

### **DigEplan Pro brings full integration and better visibility to Pima County**

Just two months post-implementation, Pima has already seen improvements and expects to realize further efficiencies. “It’s definitely improved transparency and has helped get applications into the system faster, so we know exactly what’s in the queue,” Tracey said.

They’ve already benefited from much-increased collaboration and visibility that comes from a single point of truth and have been able to provide applicants with at-a-glance updates.

**“Now it’s all in the same system and everyone can see the status of applicants no matter who gets the call. Any one of the team can just pick it up and run with it, so that’s been amazing.”**

*Amanda Fisher, Business Systems Analyst,  
Pima County*

Leaders also have a better idea of the queue for plan review. “Management can see everything. The moment an application comes in, we know exactly what is in the queue, what’s in review, and what’s back with the customer,” said Tracey.

Having only implemented DigEplan Pro two months ago, Pima is hopeful that they’ll cut down their time to permit and reduce costly human resource time spent on administrative tasks. In the meantime, they’ve recommended DigEplan Pro to several other jurisdictions, even meeting recently with another Arizona county to explain why they went with DigEplan over other options on the market.

**To sum it up, Amanda says, “The integration is just huge, and anytime you can get increased visibility, I think that makes it well worth it.”**

### **Contact Details**

USA: +1 602-714-9774

Email: [sales@avolvesoftware.com](mailto:sales@avolvesoftware.com)