avolve
software

⧉ DigEplan™ Case study
Sandy City

With a population of 100,000, Sandy City, Utah's digital journey started 12 years ago with a desire to update and standardize their internal processes. They moved from an antiquated program they had in place for over a decade to Cityworks PLL and DigEplan, for a seamless operation across their entire business.

"Our goal was to increase efficiency and speed by getting all departments onto the same platform. We wanted to enhance department communications and visibility on projects, so we decided to move to Cityworks PLL," said Jared Gerber, Assistant Community Development Director, Sandy City."

When the city started looking at digitalizing plan review in early 2020, integration to Cityworks PLL was a priority.

Scoping for an integrated plan review
"One of the key requirements for electronic plan review was integration with Cityworks, so it didn't feel cumbersome using two different programs. We wanted to eliminate as much of the paper submittals as we could, as we were running out of space in our office.

"We required an electronic plan review system that would track all permits and keep it organized and referable for future use. We also wanted to improve efficiency with the review process and ensure everyone sees the reviews, so there was mutual accountability," explained Jared.

Sandy City looked for an electronic plan review provider who designed their solution specifically for plan reviewers.

"Company experience was another factor we considered. How was it designed and why was it created? Was it created for plan review with the users in mind?" said Jared.

"We didn't want to regret our choice in 10 years', so support and future proofing played a role in our decision for choosing DigEplan."

"There are lots of products in the field designed for architects and engineers and we wanted to make sure our electronic plan review was really geared to what we do as a city."

"Timing, costs and implementation was also considered. Since we were in the process of building Cityworks PLL at the time, my hope was that they would both go live together, as we didn't want to repeat the this again in six months," added Jared.

Choosing DigEplan

Sandy City involved several key staff members from various departments when participating in product demonstrations. It was important to ensure that the functionality met the needs of those who would use it on a daily basis.

"Staff were continuously impressed with the ease and intuition of DigEplan. The overall design and ease of use was phenomenal, especially the help menu."

"The integration to Cityworks was a big factor in our final decision, it removed any duplication and complexity for staff. DigEplan looked like it was developed for cities and plan reviewing. You can review and track, record department comments and corrections – we could already see how we could improve communication with applicants," said Jared.

"Customer service has always been important to me and the service that DigEplan can deliver to our citizens is great."

Delivering team efficiency

"The implementation process was phenomenal from DigEplan and their implementation partner TruePoint Solutions. We were given a timeframe of just two weeks, and both worked quickly to deliver and meet the tight deadlines. Communication was outstanding and responsive throughout," explained Jared.

"If you ask the plan reviewers and users, they feel DigEplan has been a success. Moving from paper to electronic plan review has been in the planning for over a decade and we can already see the difference. The future possibilities are endless, encouraging new ideas on how we can use it to better our service.

"Electronic plan review has improved efficiency, communication and accountability."

"You can open a report and immediately see the status of the project, read the comments to see why the project is being held up, or what they're asking you for. There is a digital record of all the mark ups, with an overlay function that shows the differences between the plans, not just the corrections. It's great."

"The first thing we're doing is adding more users. As usage is increasing, other departments are requesting DigEplan for their team members - there's a lot of excitement over it. And we are looking at other ways to use DigEplan to enhance the experience for applicants and third-parties."

Contact Details
USA: +1 602 714 9774
Email: sales@avolvesoftware.com

USA: +1 602 714 9774
Email: sales@avolvesoftware.com
www.avolvesoftware.com