

**Open communication,
simplified business process
and training streamlines
customer adoption process**



Washington Suburban Sanitary Commission (WSSC) focuses on internal and external clients for streamlined product adoption.

WSSC got it right. They realized that true product adoption is not an event, but an ongoing process involving internal and external users. Their implementation of ProjectDox is a shining example of continual commitment to user adoption. WSSC knew that they needed to make changes and as an agency that has been around for 95 years, with employees that have 30+ years tenure, they knew implementing a new system was going to be a big change....for everyone. So, they embraced the challenges from the beginning and created solutions that addressed these concerns. Through open communication, streamlined business process updates, training and standardized operating procedures, WSSC was able to implement ProjectDox into their Development Services Group for plan review services. And this is just the beginning. WSSC is looking to integrate ProjectDox into their permitting, inspection and licensing systems.

With ProjectDox, WSSC improves speed and accountability while reducing paper waste.

WSSC is among the largest water and wastewater utilities in the nation, with a network of nearly 5,600 miles of fresh water pipeline and more than 5,400 miles of sewer pipeline. The Development Services Group reviews 3,500 water and sewer plan submittals and processes approximately 34,000 permit transactions annually.

For every 100 site utility plans submitted, the use of ePlan Review software saves 80,000 drawing sheets which equates to 5 tons of paper! That's 13 trees! This aligns with WSSC's strategic priority of demonstrating environmental stewardship. That's a win-win!

The driving forces to implement ProjectDox into WSSC's Development Services Group were the ability to transmit all plans electronically, reduce review time and eliminate the travel time to their facilities. Their plan review process was old, time consuming, inefficient and expensive. With ProjectDox, WSSC has decreased their review time from 8 weeks to 2-3 weeks. All plan review comments are color coded and readily available encouraging concurrent reviews across different departments. And possibly most important, when WSSC implemented ProjectDox, they determined a "paper cut-off date". They allowed customers a six-month "volunteer" electronic submittal period. After six months, paper submittals were no longer accepted. This was a key policy in supporting internal and external user adoption. Additionally, after 18 months of using ProjectDox, WSSC's rejection rate of plan submittals went from 85% to less than 15%. Initial concerns with document control, data integrity and stakeholder dissatisfaction have been successfully resolved through the implementation and use of ProjectDox. From the onset, they established user requirements and eased them into the new process, but remained steadfast in meeting electronic submittal goals.

"Gone are the days when one has to pick up a telephone and call and say, 'Where is my plan in the process?'"

**- Jerry N. Johnson, CEO
WSSC**

ProjectDox Benefits

- **Comprehensive collaboration** tools stimulate electronic communication between internal and external users for faster and more accurate project review. Files managed in ProjectDox are sharable and easily accessible by project users at any time.
- **Going green** – the use of ProjectDox saves time, money and tons of paper. A perfect partner in meeting environmental stewardship initiatives.
- **Ease of use** since all project related information lives electronically in ProjectDox. This simplifies the review process for all parties involved.
- **Portability and transparency** – users can view projects anywhere there is internet access. ProjectDox supports transparent operation allowing Team members to make more informed decisions because they are all sharing the same information real-time.



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ProjectDox can be integrated with other government software and e-permitting products. Talk to your Avolve Software sales representative for details.



Critical Success Factors for WSSC

Before WSSC implemented ePlans, they spent a considerable amount of time analyzing both internal and external challenges. One of the biggest challenges for both internal and external users was learning a new technology and method of doing their jobs. One key point they kept at the forefront was flexibility, in the sense that maximizing the benefits of this new software would require all users to be flexible and open to a new business process. By establishing clear expectations from the beginning, and initiating tailored training programs and continuous open communication, WSSC was successful at their customer adoption process. Their critical success factors include:



How ePlans Works

Powered by ProjectDox, ePlans enables WSSC's internal and external clients to perform concurrent review of the same plan documents, thereby promoting better document control and increased productivity. The software tightly controls the flow of data from one reviewer to another based on business rules, or workflow, to keep the project on track and enforce accountability.

Applicants send a Project Submittal Request for ePlan Review along with review fees to WSSC. WSSC then sends an ePlan Review email invitation. The WSSC website contains extensive information about the electronic review process including videos where external users can see the software in action.