



Streamlining Permit Management with Catalis' Permit Process Management Solution

Municipal District of Bonnyville No.87, Canada

The Challenge

Before implementing Catalis Permit Process Management (PPM), the Municipal District of Bonnyville No. 87 had been using ePad since 2012 and found it to be satisfactory. However, when they learned about the upcoming release of the new PPM solution, they saw an opportunity to explore better practices and improved efficiencies. The municipality wanted a system that would enhance their permit management processes and align with their evolving needs.

The Solution

During their research phase, they considered other companies and their programs. They even had demos of their products, which they found promising. However, due to the municipality's longstanding relationship with MuniSight (now Catalis), they decided to wait for the release of PPM. Once it was launched, they discovered that it shared many similarities with the other programs they had reviewed. Consequently, they chose to remain with Catalis, their trusted provider.

The Results

The implementation process was remarkably smooth, thanks to their existing ten-year data and relationship with Catalis. The training was conducted through video conferencing, one-on-one telephone conversations, and hands-on practice within the system.

Since adopting Catalis PPM, they have witnessed significant improvements in their job, department, and municipality. Here are a few examples:

- 1. Enhanced Customization:** As long-time users of ePad, the new PPM solution has allowed them to build upon existing processes while enabling further customization of their permit management workflows.
- 2. Streamlined Processes:** The transition to Catalis PPM has resulted in streamlined processes within the department. The municipality has noticed improved communication and coordination among team members, leading to faster turnaround times for permit approvals and better collaboration with other stakeholders.
- 3. Positive Outlook:** Overall, feedback from colleagues, supervisors, and other stakeholders has been positive.

In conclusion, by embracing Catalis Permit Process Management, the municipality has successfully modernized their permit management system, unlocking new efficiencies and better practices. The seamless implementation, combined with the ongoing support from Catalis, has allowed them to improve their operations and deliver enhanced services to the municipality.

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