



## Request Management Boosts Efficiency and Adoption

### The Opportunity



The Town of Innisfail, Alberta, Canada, first partnered with MuniSight (now Catalis) in 2019, implementing GIS WebMap, Asset Management (AMP), now Infrastructure Management (IM), and the precursor to Permitting & Licensing Management (PLM). While these solutions provided foundational GIS and asset management capabilities, they were not fully utilized. In early 2022, with a renewed focus on asset management, the Town prioritized updating infrastructure data, improving map accuracy, and increasing system adoption.

At the end of the initial agreement, Innisfail's administration sought a more robust solution for permitting and complaint/request tracking. Those previous systems lacked the depth, reporting, and user experience they needed to improve efficiency and transparency.

### The Solution

At the end of the initial agreement, Innisfail's administration sought a more robust solution and made the decision to go out to RFP for a full Computerized Maintenance Management System while adding improved permitting and complaint/request tracking as additional priorities.

Their previous permitting and complaint/request tracking systems lacked the depth, reporting, and user experience they needed to improve efficiency and transparency. The key factors in their decision included:

- A structured implementation process with comprehensive training and ongoing support
- Cost-effective pricing compared to other providers
- The ability to transfer existing data and continue building on familiar platforms

The implementation of Catalis' Request Management solution was led by Catalis, ensuring a smooth transition with hands-on guidance throughout the process. While the PLM implementation required more internal workflow development than anticipated, support was available as needed.

### The Results

Since continuing with and adopting additional Catalis' solutions, Innisfail has seen significant improvements:

- Enhanced complaint/request tracking: Request Management provides better reporting and a cleaner mapping feature than those previous systems, making it easier to analyze trends and forecast maintenance needs.
- Increased system engagement: The user-friendly experience of Request Management has encouraged more staff participation, leading to more accurate data and better long-term reporting.
- Streamlined permitting processes: PLM has consolidated multiple permit types into a single, trackable system, replacing inefficient Word and Excel tracking methods.

*"Request Management gives us much better reporting on resident complaints and requests. The mapping feature is also a lot cleaner than what we had before. Plus, having a 'one-stop' system for permits makes tracking so much easier."*

**CURTIS HOFFMAN**, P.Tech(Eng.) Engineering Coordinator  
Town of Innisfail, Alberta, Canada

☎ 855-898-6864

✉ [PublicWorksEngagementSales@catalisgov.com](mailto:PublicWorksEngagementSales@catalisgov.com)