



Catalis Permitting Management Modernizes Operations

The Challenge

Monroe County, Wisconsin's previous tracking system had reached end of life and was no longer supported, creating an urgent need for a modern permitting platform. The county sought a solution that would enable online applications and credit card payments while improving internal tracking and review processes. Their goal was to streamline workflows, enhance transparency, and provide a more user-friendly experience for both staff and citizens.

The Solution

After reviewing available options, Monroe County chose to migrate to Catalis Permit & License Management for its robust capabilities and competitive value. The system introduced integrated permit mapping and automated workflow management tools, giving staff greater visibility into applications and review status.

Despite onboarding during its busiest season, the implementation and training process went smoothly, with Catalis' responsive support team ensuring a seamless rollout.

The Results

With Catalis, Monroe County has expanded permitting workflows beyond zoning and sanitary permits to include soil tests, field inspections, and related activities, delivering clearer visibility into property progress and status updates.

The system also allows plumbers and septic pumpers to directly access and enter data, reducing staff data entry and providing contractors with faster visibility into approvals and project status. Internal data entry is now live, with public permit submissions launching next to further enhance service delivery and transparency.

"Catalis has allowed us to track more types of workflows and give plumbers and septic pumpers direct access for data entry, which is going to save our staff significant time."

Alison Elliott, Director

Sanitation, Planning & Zoning & Animal Control Department, Monroe County, WI

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