



# Why Choose an Enterprise Platform?

## GOVTECH SOLUTIONS SERIES

Governments of all types and sizes rely on technology to provide essential services to their communities. The challenge governments face is that when citizens interact with those services, they want to do so online or through mobile devices, and they expect the experience to be seamless and similar to that of today's leading digital companies.

There are three key challenges governments face as they work to leverage technology to provide citizens with safe and prosperous communities.

- One, each government has several departments with hundreds, sometimes thousands, of employees providing services – with multiple departments interacting with and providing services to a specific citizen or business.
- Two, while governments are leading the way in adoption of modern technology like Internet of Things (IoT), they cannot leave their investments in legacy technology behind. They have invested public monies in existing systems– which in many governments are stretching from the mainframe to the smartphone.
- Three, each of those employees, departments, and systems house valuable data – often stored in different systems. Accessing that data is the first step in creating a truly smart community.

Today's government CIO wants to invest in technology that is flexible enough to work with existing systems and scalable enough that they can match the growth of their communities. The key lies in having a flexible enterprise platform.

### **A flexible enterprise platform provides today's governments with several advantages:**

*The ability to support multiple services and departments and share data across those.*

Consider one residential property inside a city. Utility, public safety, planning and zoning, public works and several more departments will all need and have a record of that property to provide essential services. An enterprise platform is flexible enough to work for any of those departments despite widely varying needs. City fire and police departments need accurate address, contact information, and GIS data to be sure they can respond quickly in the event of an emergency. Utilities need the same accurate information to inform residents about outages and potentially dangerous situations when they occur. And when planning departments grant



permission for building or renovation – that can trigger needs that public works departments will need to meet for that neighborhood.

AMANDA enables governments to digitize and automate an extensive set of permit and license categories including...



Calytera's Amanda Platform can support any permitting or licensing type without the need to write new source code.

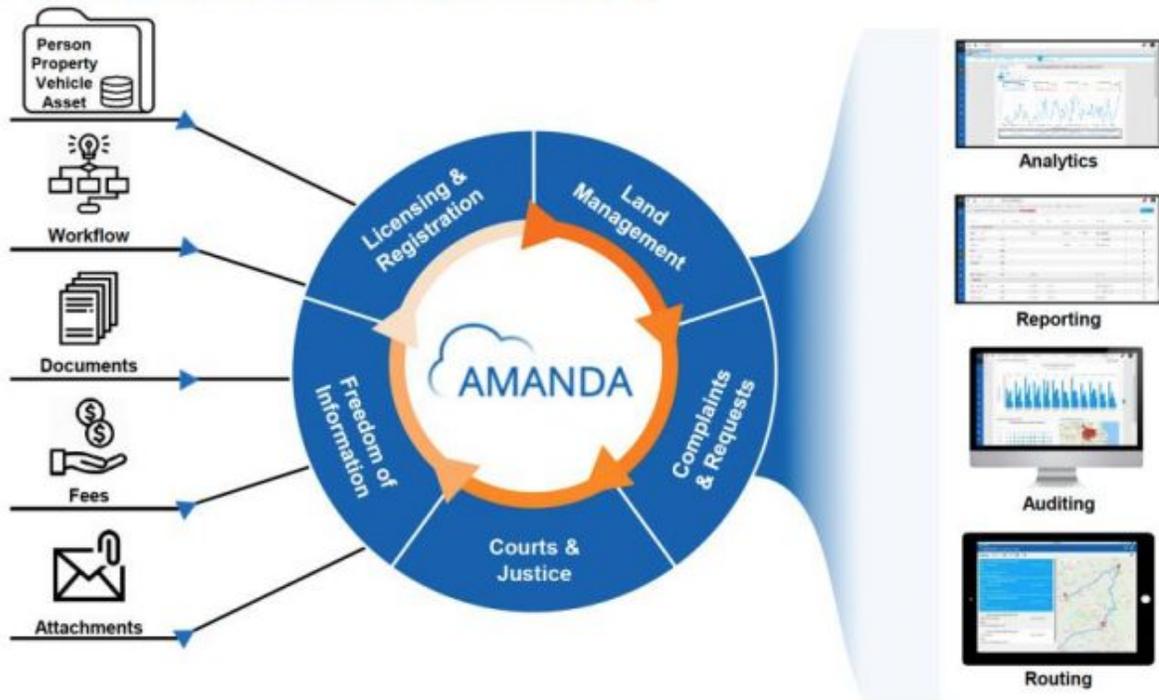
*In fact, with common approaches and data sets, there's no reason multiple jurisdictions can't take advantage of an enterprise platform and work together, stretching technology investments even further.* One example of that is Oxford County, Ontario, and its eight surrounding municipalities – those governments coordinated and streamlined their permitting and land management approach. They are now implementing Calytera's Amanda platform as a shared service allowing them to streamline permitting, inspections and land management operations across those jurisdictions.

An enterprise platform can create or work from a common dataset to manage the huge amount of data all those interactions create – data that will have value to further improve communities if it's accessible. Using – and then adding to – one master data set for that property helps ensure accuracy, adds additional efficiency, and creates a better service for citizens. For example, when the city building department grants a renovation permit for the existing house at that address, and the plans require additional electrical load, an enterprise system can



connect that event to the utility department to initiate a process to increase the amp service at that property. The combination of that data from across a government's operation – when accessible and analyzed can help governments make strategic decisions about how they attract and manage growth. Consider, when home building in one area of a community increases, analysis of that data can inform decisions about investments in new schools and roads which will be needed to serve an increase in population.

AMANDA serves as the master data source across departments and analyzes massive amounts of data patterns to provide customers with precise feedback that optimizes productivity



Calytera's Amanda Platform serves as a master data source across government departments.

*Using one platform that works across various departments reduces cost and complexity for government. With one platform, applications are consolidated, updates and upgrades are managed on one schedule. This can save a tremendous amount of time for government IT departments from tracking multiple upgrade timelines. The move also simplifies training and maintenance for government IT professionals – even better, skills that a government employee develops with an enterprise system can easily be used if that employee moves to a different department within that government.*



**There are some additional considerations any government technology professional should make before investing, including:**

*The platform's ability to handle complex and frequently changing regulations, which many governments wrestle with.* In California, for example, most counties and some cities have public health professionals working hard to protect the environmental health of their community. These professionals are also responsible for tracking and reporting against continually updated state-mandated environmental health requirements. Calytera's Amanda platform is flexible and powerful enough to offer those governments a solution with two-way integration to their state reporting system, providing them with a continually updated violation library and enabling them to automatically report progress on inspections and permits.

*The security and access protocols that a platform provides.* With features like roles-based permissions, governments can manage access at the user level by that persons' role or user group. Single sign-on functionality can also provide a greater degree of security. The right platform should also allow for multi-department permissions. This enables you to control read/write access permission to data at the user and department level to enable multiple departments to use the same database (all departments Calytera's Amanda Platform serves as a master data source across government departments. use the same data, but individual users only have access to data that is pertinent to their department and/or function).

*The ability to provide a modern interface – both for government employees using the system and for their citizens and businesses.* Today's citizen, business leader and public sector employee all experience intuitive and easy interfaces when interacting online and on mobile with social connections, retail, banking and more. Because of that they expect the same from governments. Providing features like mobile apps and online portals gives citizens and businesses a much easier way to access, request and track services – just like they do in the private sector. A good example are mobile apps that enable inspectors to complete an entire case in the field and that contractors and homeowners can use to request inspections and track the status of a request during a building process. Mobile apps that offer these capabilities help greatly increase the efficiency of the permit and inspection process.

Citizens expect and demand that governments invest limited resources wisely. As those governments make needed investments in technology that can help them attract and manage growth for their community and provide better services to residents, turning to enterprise-grade platforms will inherently provide a better return on investment and better prepare them for building the smart communities of the future.



*If your government is seeking a powerful software platform that can support multiple departments and help you provide outstanding services to your citizens, we would love to help.*

*Contact us today to set up a demo of our Amanda platform, or to take a preview before we talk, visit our short Amanda product overview video.*