

CSDC Systems

amandaTM editions

Permitting, Compliance & Licensing

csdcsystems.com

amanda™ editions

Enterprise platform for smarter government

CSDC Inc. has more than 25 years of expertise helping governments modernize, increase engagement with citizens and drive economic growth. We are a 2018 GovTech 100 company, a 2018 CIOReview “Top 20 Most Promising Public Sector Solution Provider” and founder of Amanda, the leading software platform for digital government.



CIO 20 MOST PROMISING
Review PUBLIC SECTOR
SOLUTION PROVIDERS-2018

Amanda helps governments of all sizes digitize and automate critical business functions.

It is a secure, enterprise platform that can be configured to meet your specific business needs and can be deployed on-premises or in the cloud.

Amanda is designed to help automate a wide range of regulatory functions and services

Land management

Building management

Permitting

Inspections

Compliance

Licensing

Registration

Complaints

Risk management

And more...

Benefits



Improved Citizen Services

Securely supports multi-channel service delivery (e.g., online, mobile) and enables contractors and citizens to easily check the status of an application, schedule an inspection, pay fees and view details of a completed transaction online or from their mobile device.



Increased Revenue

Helps you attract and manage growth and provide outstanding services to your citizens.



Security and Privacy Protection

Amanda secures data access to authorized employees with audit trails and variable access rights across departments.



Reduced Costs

Helps you reduce costs by eliminating expensive legacy applications and improving operational efficiencies.

Benefits



Application Consolidation

Amanda maps business processes across departments and enables disparate systems to converge to create a common framework with full functionality for all types of permits and licenses.



Improved Efficiency

Increases productivity by digitizing and automating business processes and reducing or eliminating manual processes and the use of paper.



Increased Mobile Workforce Productivity

Enables employees to use mobile devices (e.g., tablet, smartphone) in the field to conduct inspections and manage their projects.



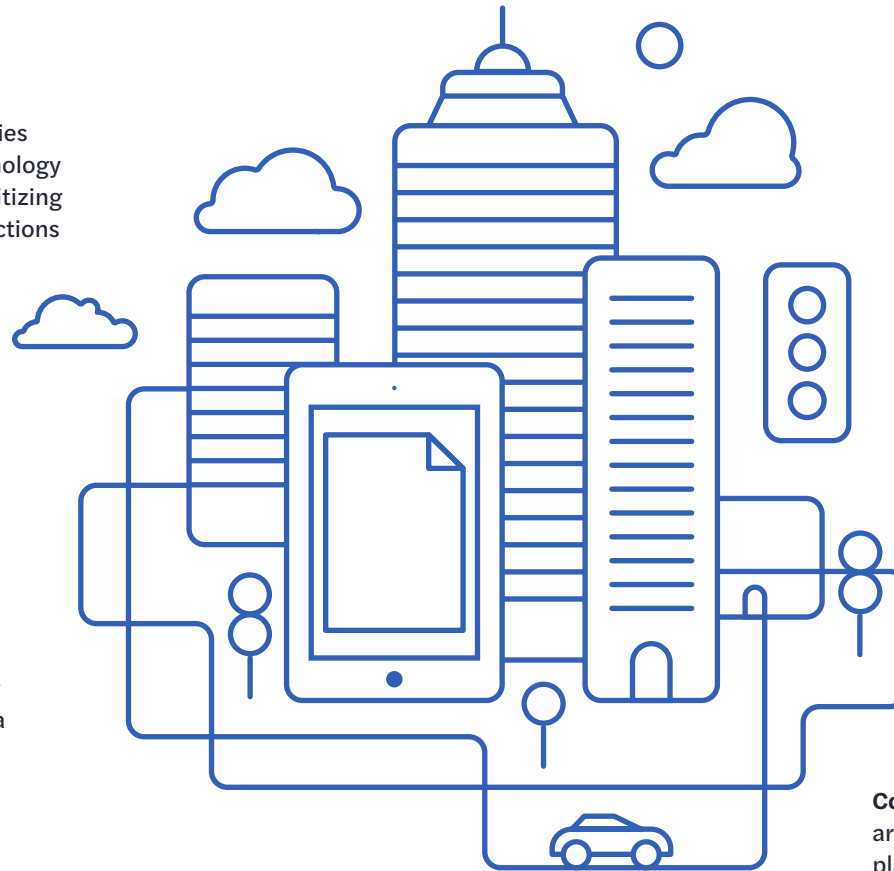
Improved Financial Management

Amanda integrates with government financial management systems and can serve as the central payment processing system across departments to help improve accounting practices and collection of fees and fines.

Amanda is well positioned to be a core part of any Smart City

Amanda provides cities with a modern technology foundation (e.g., digitizing critical business functions and data).

Amanda enables multiple departments, agencies or jurisdictions to share data using Amanda's master database architecture.



Amanda bridges IoT (internet of things) initiatives like monitoring air quality, water levels and traffic patterns to existing government workflows (e.g., an inspection).

Connect Amanda with artificial intelligence platforms (e.g., IBM Watson) to build things like responsive and on-demand inspection assignment systems.

Three editions designed to fit your needs

Amanda is offered in three feature-rich editions to help governments deliver outstanding public services to their citizens across more than 50 different permitting, licensing and compliance-related regulatory functions.



amanda™

Standard Edition

The Standard Edition includes solutions for permitting, professional licensing and business licensing. It enables a jurisdiction to efficiently manage all stages of a licensing or permitting process including intake, review, issuance, inspections, audits and investigations.

FEATURES

- Intuitive, browser-based user interface
- Configure and automate business processes
- Actively manage workflows
- Search for key information
- Generate progress reports
- Manage financial data.



amanda™

Professional Edition

The Professional Edition includes all Standard Edition features and adds support for land management and planning, code enforcement and gaming and vehicle licensing. It enhances mobile workforce productivity with apps for inspectors, contractors and applicants.

FEATURES

- Includes all Standard Edition features
- Workflow monitoring
- Customizable user dashboard
- Integration with your geographic information system (GIS)
- Integration with your calendar (e.g., Microsoft Outlook)



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Enterprise Edition

The Enterprise Edition includes all Standard and Professional Edition features and adds support for licensing and permitting of assets like amusement park rides, elevators, pressure vessels and fuel storage tanks and adds sophisticated land management capabilities like managing securities and trust accounts.

FEATURES

- Includes all Standard Edition and Professional Edition features
- Easy-to-use point of sale (POS) system
- Ability to dispatch and assign tasks
- Integration with Microsoft Outlook
- Automatic recording and tracking of time spent by each user on each task.

Regulatory Functions

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amanda™ editions for




Development Services

	 Standard Edition	 Professional Edition	 Enterprise Edition
Planning and zoning	—	✓	✓
Building, construction and inspection	✓	✓	✓
Community development	—	✓	✓
Mobile inspections	—	✓	✓
Land management	—	—	✓

amanda™ editions for
Licensing

	 Standard Edition	 Professional Edition	 Enterprise Edition
Business registrations	✓	✓	✓
Business development programs	✓	✓	✓
Professional trades certification & credentialing	—	✓	✓
Alcohol, marijuana, tobacco and gaming	—	✓	✓
Vehicle licensing	—	✓	✓
Animal licensing	✓	✓	✓

Public Safety

	 Standard Edition	 Professional Edition	 Enterprise Edition
Fire prevention and safety	✓	✓	✓
Public health	✓	✓	✓
Code and bylaw enforcement	—	✓	✓
Business and inspections	✓	✓	✓
Food safety	✓	✓	✓
Health inspections	✓	✓	✓
Asset permitting and licensing	—	—	✓

amanda™ editions for

Transportation & Engineering

	 Standard Edition	 Professional Edition	 Enterprise Edition
Taxi and limousine services	—	✓	✓
Sidewalks, streets and parking	✓	✓	✓
Waste and recycling management	✓	✓	✓
Capital improvement	—	—	✓
Hazardous materials	✓	✓	✓

amanda™ editions for

Community Services

	 Standard Edition	 Professional Edition	 Enterprise Edition
Public works	—	✓	✓
Complaints and service requests	—	✓	✓
Events management	✓	✓	✓
Public boards and hearings	✓	✓	✓
Workforce development	—	✓	✓
Parks and recreation	—	✓	✓

amanda™ editions for

Natural Resources



Standard Edition



Professional Edition



Enterprise Edition

Forestry	✓	✓	✓
Environmental protection	✓	✓	✓
Watershed management	—	✓	✓
Agriculture	✓	✓	✓
Hunting & fishing	✓	✓	✓
Energy	✓	✓	✓

amanda™ editions for

Risk Management

	 Standard Edition	 Professional Edition	 Enterprise Edition
Labor standards	—	✓	✓
Property standards	✓	✓	✓
Consumer protection	✓	✓	✓
Product standards	✓	✓	✓
Environmental standards	✓	✓	✓

amanda™ editions

Features

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Overview

	Standard	Professional	Enterprise
Contractor App		●	●
Inspector App		●	●
Cashier			●
Fees	●	●	●
General ledgers	●	●	●
Invoicing	●	●	●
Payment	●	●	●
Securities and letters of credit			●
Trust account			●
Calendar integration		●	●
EAI 5 connector pack		●	●
EDMS adaptor			●
GIS adaptor		●	●
Outlook email adaptor			●
Web services		●	●
Custom reports	●	●	●
Email notification	●	●	●
Standard reports	●	●	●
Attachments	●	●	●
Correspondence	●	●	●
Comprehensive audit history		●	●
Single sign-on		●	●
Roles-based permissions	●	●	●
Multi-agency permissions			●
User and time stamps	●	●	●
Accessibility standards	●	●	●
Multi-browsers support	●	●	●

	Standard	Professional	Enterprise
Responsive layout	●	●	●
Touch-enabled interface	●	●	●
Application-level personalization		●	●
Localization	●	●	●
My Office		●	●
User-level personalization	●	●	●
Search	●	●	●
Business rules engine	●	●	●
Certification tracking		●	●
Dispatch			●
Development conditions management		●	●
Flowchart view			●
Milestone monitor		●	●
Milestone view			●
Notifications and reminders	●	●	●
Task automation	●	●	●
Tasklist and calendar	●	●	●
Teams and assignments	●	●	●
Time and activity tracking			●
Workflow automation	●	●	●
Advanced data form		●	●
Custom field creator	●	●	●
People master data	●	●	●
Property master data	●	●	●
Asset master data			●
Vehicle master data		●	●

Mobile App



Standard Edition



Professional Edition



Enterprise Edition

Contractor App

Enables contractors and permit applicants to schedule inspections, view status details, pay fees and review details of a completed transaction using an iOS or Android-based smartphone.

—



Inspector App

Enables inspectors to manage permitting, licensing and code enforcement cases in the field using an iOS, Windows or Android-based tablet. This mobile application works even without an internet connection by collecting and storing data locally and syncing with your Amanda platform once an internet connection is available.

—



amanda™ editions *features*

Financial Management



Standard Edition



Professional Edition



Enterprise Edition

Cashier

Take payments for one or more permits, licenses and/or other items (e.g., safety glasses, t-shirts, photocopies) across multiple departments in a single transaction. This functionality is particularly important for organizations that have a centralized payment processing function (i.e., a function that processes payments for all city departments). Cashier supports PC-compatible electronic cash drawers, barcode readers and receipt printers and accounts for cash, checks, credit cards, debit and trust accounts.

—

—



Fees

Set up an unlimited number and type of fees.



General Ledgers

Enables administrators to define general ledgers and codes to route revenue into the appropriate accounts.



Financial Management



Standard Edition



Professional Edition



Enterprise Edition

Invoicing

Generate an invoice for a fee payment and create batches to run scheduled updates, creating and sending invoices based upon user-defined parameters of the batch.



Payment

Accept multiple payment methods for the payment of fees including credit card, auto pay, ACH and electronic checks.



Securities and Letters of Credit

Link multiple securities or bonds to a development project, which may include one or more properties and track all draws and releases for each security.






Trust Account




Manage fee accounts for external organizations (e.g., developers, contractors, consultants), automatically reflect real-time account balances and generate monthly statements.



Integration




	 Standard Edition	 Professional Edition	 Enterprise Edition
<p>Calendar Integration (Microsoft Outlook and Google)</p> <p>Fully integrate with several calendaring systems including Microsoft Outlook and Google. Appointments scheduled in Amanda (e.g., an inspection) will be created in the appropriate inspector's Outlook or Google calendar.</p>	—	✓	✓
<p>EAI 5 Connector Pack</p> <p>Creates an interface for Amanda to push data out to five external systems (e.g., financial systems, CRM, 311 systems); includes a logging capability to track all interactions.</p>	—	✓	✓
<p>EDMS Adaptor</p> <p>Store and retrieve documents from external document repositories. Support real-time interface between EDMS and Amanda. Retrieve, view and print documents from the EDMS.</p>	—	—	✓
<p>GIS Adaptor</p> <p>Integrates your GIS system and/or Google Maps with Amanda and enables you to retrieve, view and edit GIS and Amanda data from either application.</p>	—	✓	✓

Integration

	 Standard Edition	 Professional Edition	 Enterprise Edition
Outlook Email Adaptor Integrate Microsoft Outlook 2010 mail with Amanda and enables users to send email messages from Outlook to Amanda as folder attachments (requires an EAI connector).	—	—	✓
Web Services An API that enables external systems to connect to Amanda.	—	✓	✓

amanda™ editions *features*

Reporting

	 Standard Edition	 Professional Edition	 Enterprise Edition
Custom Reports Create custom reports using Crystal Reports, Jasper Reports and Oracle BI Publisher.	✓	✓	✓
Email Notification Automates the notification of users or clients when there is a pending due date or outstanding process that needs attention.	✓	✓	✓
Standard Reports A standard suite of more than 60 reports for categories including permitting, inspections, statistical, administrative and financial.	✓	✓	✓
Attachments Users and clients can upload attachments (e.g., MS Office document, PDF, images, videos, audio files, etc.) to a record in Amanda.	✓	✓	✓

Reporting



**Standard
Edition**



**Professional
Edition**






**Enterprise
Edition**

Correspondence (Merge Documents)

Dynamically pull information (e.g., name, address, permit type, application number, etc.) from the Amanda database into document templates (e.g., letters, forms, licenses, tickets, notices) created in Microsoft Word.



Security

	 Standard Edition	 Professional Edition	 Enterprise Edition
<p>Comprehensive Audit History</p> <p>Tracks every transaction executed within the system including the user, date, time and before & after images of the data modified.</p>	—	✓	✓
<p>Single Sign-on (Enterprise Authentication Adaptor)</p> <p>Enable users to authenticate in Amanda using single sign-on (Kerberos protocol or Active Directory/LDAP authentication).</p>	—	✓	✓
<p>Roles-based Permissions</p> <p>Manage permissions by individual, role and/or user group.</p>	✓	✓	✓
<p>Multi-agency Permissions (Row Level Security)</p> <p>Control read/write access permission to data at the user level to enable multiple departments to use the same database (all departments use the same data, but individual users only have access to data that is pertinent to their department or function).</p>	—	—	✓

Security



**Standard
Edition**



**Professional
Edition**



**Enterprise
Edition**

User and Time Stamps

All activities in Amanda are logged with information about the specific user, action taken and time stamp.



User Experience



Standard Edition



Professional Edition



Enterprise Edition

Accessibility Standards

Amada is in compliance with the U.S. Federal Government Section 508 and meets the W3C WCAG 2.0 level A and AA guidelines.



Multi-browser Support

Browser agnostic user interface supports Chrome, Firefox, Safari, Internet Explorer and Microsoft Edge.



Responsive Layout

A responsive design ensures each page renders well on a variety of devices and screen sizes.






Touch-enabled Interface

Features an interface designed to work with touch-enabled devices (e.g., Apple iPad, Microsoft Surface).



User Experience

	 SE Standard Edition	 PE Professional Edition	 EE Enterprise Edition
Application-level Personalization Enables administrators to personalize the user interface for all users or a given department.	—	✓	✓
Localization Enable users and the public to view information in their desired language by adding secondary language descriptions for all fields and messages.	✓	✓	✓
My Office Users can create personalized dashboards to provide quick access to the most important features and information.	—	✓	✓
User-level Personalization Enables individual users to personalize their homepage, toolbar, views, etc.	✓	✓	✓

User Experience



**Standard
Edition**



**Professional
Edition**



**Enterprise
Edition**

Search (Data Explorer and Simple & Advanced Searches)

Advanced search capabilities enables users to save and share searches, specify a search for any data field and view search results in list, tile or map view.



Workflow & Data Management



Standard Edition



Professional Edition



Enterprise Edition

Business Rules Engine

Enables administrators to write business rules to validate data entered by users and to automate data updates for each workflow.



Certification Tracking

Track and view course/exam results and certification requirements (requirements for a given license or permit) prior to issuing a license or permit.



Dispatch

Route inspections, assign counter staff to customers requiring personal assistance and dispatch complaints to officers in the field using Amanda.



Development Conditions Management

Automatically monitors and manages the conditions (e.g., historic property includes condition that construction can't be done within 15 feet of the property line) applied to planning applications and building permits helping the city to enforce these conditions.



amanda™ editions *features*

Workflow & Data Management



Standard Edition



Professional Edition



Enterprise Edition

Flowchart View

View the list of tasks, outcomes and relevant dates of any project (e.g., permit, inspection) in a flowchart.

—

—



Milestone Monitor

Monitors the time associated with each step in a workflow (e.g., tracks all time associated with a given task showing active and wait time for an agency).

—



Milestone View

Provides a Gantt chart view of your project and associated milestones.

—

—



Notification and Reminders

Set up automated notifications and reminders to alert individuals of a new task, pending due date or pending expiration of a license or inspection.



amanda™ editions *features*

Workflow & Data Management



Standard Edition



Professional Edition



Enterprise Edition

Task Automation

Automate repeatable tasks including generation of reports, renewals and updates to third party systems.



Tasklist and Calendar

Tasks and meetings scheduled in Amanda are synched with and can be viewed in Microsoft Outlook.



Teams and Assignments

The ability to define “teams” within your agency and assign specific tasks to individuals or teams (e.g., a team of inspectors assigned to a given zone or area).



Time and Activity Tracking

Automatically record and track the time spent by each user on each task. Includes the ability to track actions outside of Amanda such as vacations, holidays and training time.



Workflow & Data Management



Standard Edition



Professional Edition



Enterprise Edition

Workflow Automation

Administrators can define a unique workflow for each case type (e.g., building permit, gaming license); this includes the ability to schedule and assign tasks and define a checklist, fees and other data fields for each task.



Advanced Data Form

Ability for administrators to create new data entry screens for intensive data capture needs (e.g., capturing the name and square feet of each dining area in a building).



Custom Field Creator

Create custom data fields to configure, capture, track, validate and manage any data required as part of a process (e.g., create new fields for data required in a permit application).






People Master Data

Provides a single source of truth (master data structure) for each customer (person or organization).



amanda™ editions *features*

Workflow & Data Management

	 Standard Edition	 Professional Edition	 Enterprise Edition
Property Master Data Provides a single source of truth (master data structure) for properties; each unique property record contains the property address, GIS coordinates and building ID.	✓	✓	✓
Asset Master Data Provides a single source of truth (master data structure) for assets (e.g., elevators, amusement park rides).	—	—	✓
Vehicle Master Data Provides a single source of truth (master data structure) for vehicles.	—	✓	✓



Add-on Features

These features can be added to any Amanda Editions version

Amanda Portal

An online service that enables citizens and contractors to apply for licenses and permits, enter inspection requests, check status of a case (e.g., status of a permit application), renew licenses and pay for any associated fees.

EMMA

Electronic Markup Management Application enables users to markup, annotate and comment on PDF documents associated with a case.

EAI 5 Connector Pack

Creates an interface for Amanda to push data out to five external systems (e.g., financial systems, CRM, 311 systems); includes a logging capability to track all interactions; each additional pack provides a connection with up to five external systems (e.g., two EAI 5 connector packs enable administrators to connect with up to 10 external systems).

GIS Geocortex Viewer

A third-party GIS viewer developed by Latitude Geocortex.

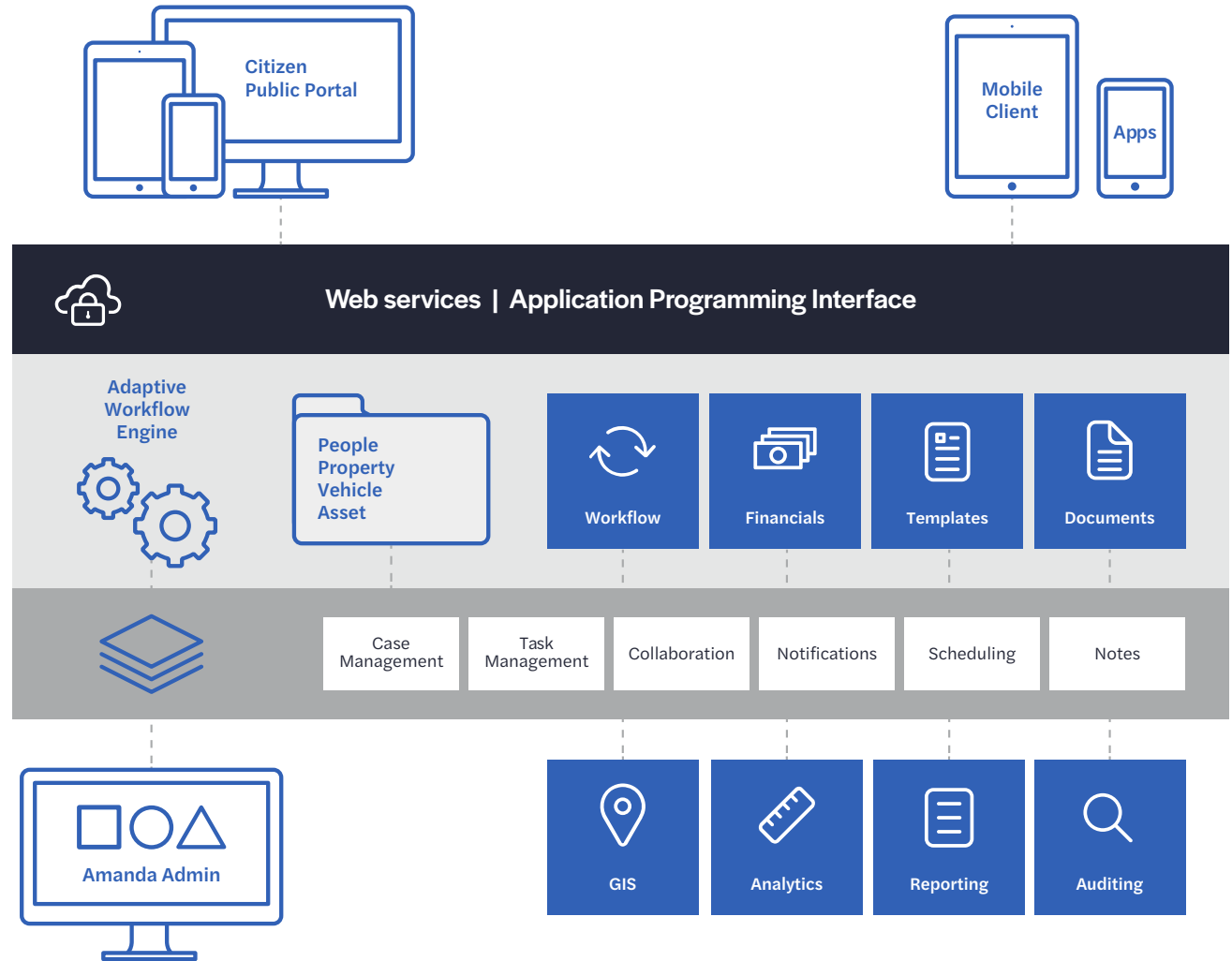
www.geocortex.com

Scan Station

Scan and attach documents directly to an Amanda folder. Scan property, people and process records. Enable users to acquire images from any TWAIN compatible device and upload it to Amanda.

Amanda architecture overview

Amanda offers the most flexible workflow engine for government and it serves as the master data source (single source of information) across departments.



**If you're considering Amanda™
or just want more information,
we're here to help.**



Schedule a demo today

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Learn more on our website

www.csdcsystems.com

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