



Hartford Takes a Phased Approach to Transforming Government Services With Accela





About

Founded in 1635, the [City of Hartford](#) is the capital of Connecticut and one of the oldest cities in the world. Nestled between Boston and New York City, **Hartford is Connecticut's fourth-largest city, with a population of 121,000 and an area of 18 square miles.**

Nicknamed the "Insurance Capital of the World" and "America's Filing Cabinet," Hartford is home to the headquarters of many insurance companies, the region's major industry. Other prominent industries include services, education, and healthcare.

Hartford has been home to many notable historical figures, including renowned authors Mark Twain and Harriet Beecher Stowe. **Today, Hartford's central business district is home to several historic attractions and entertainment venues,** along with nearby vineyards, state parks, and ski slopes, which provide ample recreational opportunities.



A Lack of Convenience and Visibility

Hartford's legacy permitting and inspection software didn't offer a convenient, online citizen experience.

"Our online permitting consisted of downloading a PDF application," explains Brett Flodine, Hartford's enterprise GIS manager. *"People completed the application and brought it to the office with money. The folks in the back office would type the information into the system, which took a lot of time."*

Hartford used separate software for business licenses and a handful of other standalone applications. The data disconnect forced manual processes and made it difficult for the city's departments to share information.

"The health department often wanted to see the different building applications that were applied for," Brett says. *"Or planning and zoning wanted to interact with the building department and code enforcement. We couldn't do that."*



An Ambitious Plan

Online permitting was the driving force behind Hartford's move to new enterprise software—but the city had a substantial wish list.

Hartford's old permitting system encompassed the building department, housing code enforcement, and special events. The city wanted to expand code enforcement to include health and human services and blight remediation and add public works and planning and zoning.

Hartford also wanted to incorporate its 311 system, a non-emergency call center that connects citizens, businesses, and visitors to city services and resources.



We also had a real interest in integrating 311 with code enforcement," Brett adds. "If a citizen called in a code enforcement complaint and a code enforcement record was opened, we wanted to automatically update our 311 records."





A Modern, Robust Enterprise Solution

Hartford evaluated multiple permitting systems, and Accela emerged as the winner.

"We liked that Accela is a module-based enterprise system," Brett says. "It's off the shelf, so we wouldn't have to build a customized system from scratch."

Accela is the leader in unified cloud solutions for local governments. Its suite of low-code, quick-to-implement applications ensures agencies deliver effective and easy-to-manage permitting, licensing, code enforcement, and service requests online.

"The Accela Civic Platform is robust," Brett notes. "It allowed us to incorporate all the departments we wanted to, including our 311 system."

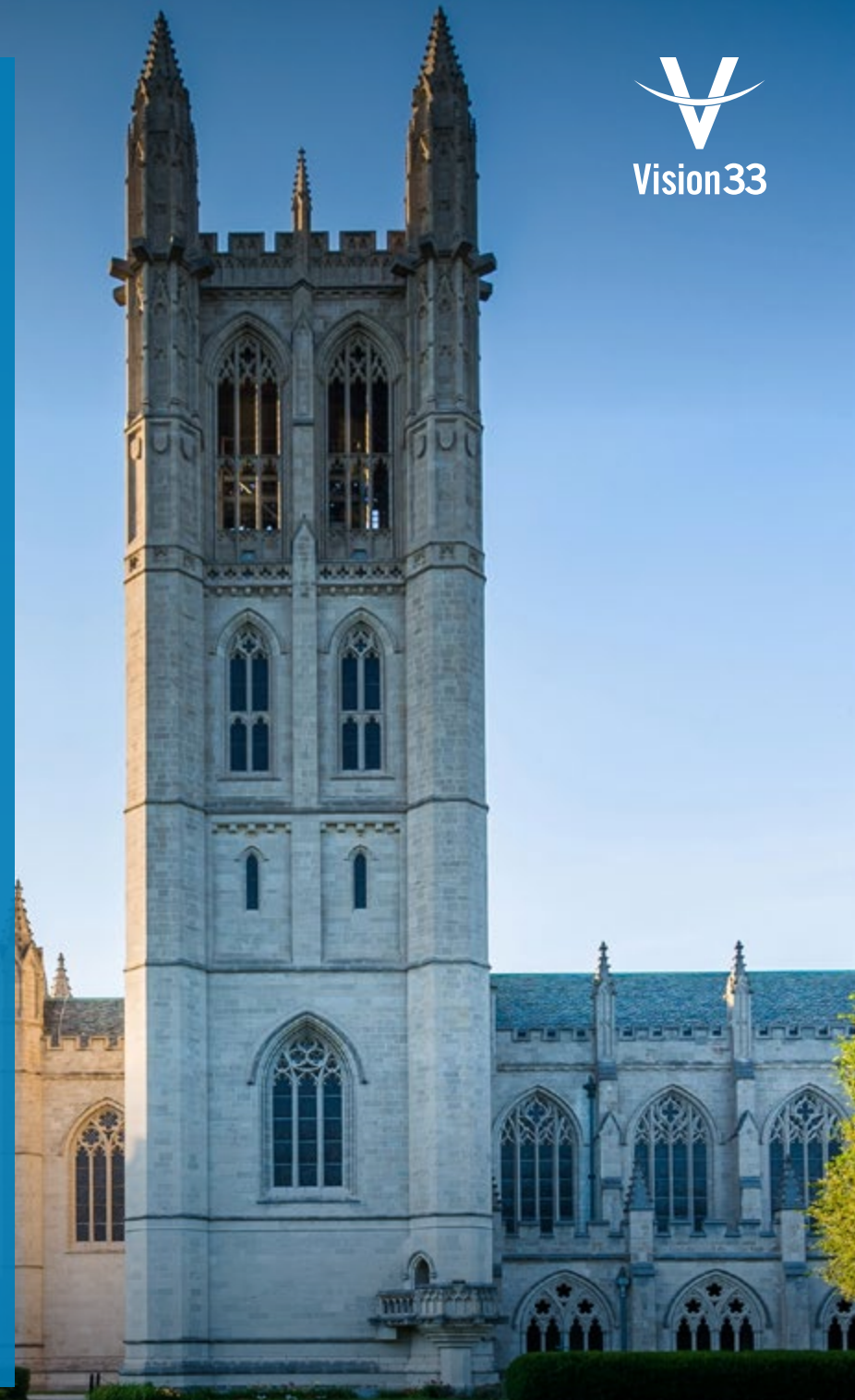
A Platinum Certified Partner

The first step in transforming and modernizing government service delivery is finding the right enterprise software. The second—and more important—step is finding a trusted technology partner.



After evaluating Accela partners, we really liked Vision33's implementation experience with other government agencies," Brett says. "They were also recommended by another municipality whose opinion we regard very highly."

Vision33's 30 years of government technology experience spans multiple jurisdictions in North America at the federal, state, provincial, county, and municipal levels. As Accela's first Platinum Certified Partner, Vision33 is committed to delivering high-quality, large-scale implementations that align with Accela's standards of excellence.



A Sensible, Measured Approach to Implementation

Hartford knew accomplishing all its goals at once would be a massive undertaking, so the city and Vision33 devised a three-phased approach over three years.

In phase one, Hartford's building, planning and zoning, environmental health, relocation program, and rental licensing program went live with Accela.

A year later, phase two focused on code enforcement, including health and human services, housing, building, and zoning. Weights and measures, blight remediation, public works, and bulky waste pickups also went live.

Hartford's service request management, special events, and housing division (which manages giving money to homeowners to improve their homes) completed the city's Accela enterprise deployment in the third phase.





Tangible Benefits for Citizens and Employees

“With Accela, our citizens now have improved access to city services,” Brett says. “They don’t have to come to the office to get a permit. They complete the application and pay for it online. Our employees who take the applications in don’t have to manually input the information. The process is easier and saves time for our citizens and staff.”

Hartford’s building and housing code enforcement staff appreciate performing inspections on their phones with Accela’s mobile app. It’s easy to use, saves time, and eliminates paper.

And because integrations are easy with Accela, Hartford has connected its financial and GIS systems, the state’s licensing portal, a payment provider, and electronic plan review software.

A Bright Future

With Accela, Hartford employees enjoy an easy-to-use, scalable platform that has connected every city department and transformed citizen services.



Partnering with Vision33 has been a very positive experience,” Brett concludes. “They’re helpful and knowledgeable, and they spent a lot of time with each department, so we understood what we were getting. We’re very happy with Accela. We’ve got a great system that we’ll use for a long time.”



Vision33 transforms business processes and results for customers by delivering value through the promise of technology and its benefits for growing businesses. For over 30 years, Vision33 has helped companies integrate and automate their business processes and applications to better serve their customers, employees, and stakeholders. The technologies may have changed drastically in 30 years, but Vision33's mission has never wavered.

With over 1,000 customers worldwide, Vision33 helps manufacturers, distributors, service firms, and SaaS businesses outperform their competition and lead their industries with successful technology investments.

With nearly 500 employees, Vision33 offers product expertise, business experience, and innovative technology leadership. Whether a global company with 100 subsidiaries or a small business, Vision33 works alongside every customer to meet their goals.

Vision33 also has formal partnerships to resell, implement, and support leading ERP applications, is a leader in cloud deployment, and has developed exclusive products, including Saltbox and iDocuments.

For more information about Vision33, visit vision33.com

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