Smarter Government:
Clarington, Ontario, Integrates Processes and Modernises Citizen Services With Amanda

GRANICUS

Vision33

Clarington

About

On the eastern edge of Greater Toronto, [the Municipality of Clarington, Ontario](#), is the fastest-growing municipality in the Durham region.

With a scenic waterfront trail, water-powered grist mill, motor sport park, and visual arts centre, Clarington offers a unique blend of rural and urban living.

Must-Haves for New Software

Many government agencies use multiple stand-alone systems for licensing and permitting—and Clarington was no exception.

The municipality's software was implemented 15 years ago as an internal back-office solution. It didn't integrate with Clarington's other systems or have mobile capabilities. It also lacked a citizen portal, so residents and developers couldn't access online services. Clarington's planning department never fully embraced the software because it didn't serve their purpose. Complicating matters, support for the software was ending.

"The existing software didn't meet our needs", says Rob VanDyk, Clarington's IT manager. "We knew we had to look elsewhere even before we were notified of the end-of-life transition from the vendor".

Brandi Carlton, Clarington's IT business development supervisor, joined Rob to assemble a working group of the municipality's subject matter experts and department managers. The group developed specifications and laid out their must-haves and would-be-nice-to-haves in a comprehensive request for proposal (RFP).

One of the non-negotiables requirements was deploying the new solution in the cloud.

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With the cloud, I don't have to worry about server maintenance and patching", Rob VanDyk, Clarington's IT manager, explains. "We don't have to download desktop or laptop applications, and the cloud has better disaster recovery features".

The Right Partner With the Right Solution

Clarington received several responses to its RFP. **After careful consideration, the municipality partnered with Vision33 to deploy Amanda, an enterprise platform for smarter government, in the cloud.**

Hundreds of government agencies—including many of Clarington's local peers—trust Amanda to digitise and streamline critical functions, from building construction and inspection to planning and zoning to business licensing and registration.

And agencies trust Vision33, a Platinum Amanda Services Partner, for end-to-end Amanda implementation and support.

"Vision33 met all our needs", Rob says. "They have the experience and the resources and gave a very well-done presentation".

Collaboration Ensures a Successful Project

Clarington's 100% remote Amanda implementation succeeded, but it was no small feat.

"We implemented 53 different business processes simultaneously in Amanda", Brandi notes. "We knew we were biting off a lot with that scope, but Vision33's approach was very communication-oriented".

Clarington and Vision33 developed robust specification blueprints to meet all the municipality's requirements. Amanda's back-office functionality was launched first, followed by the citizen portal.

A small side project was deploying electronic plan review software with a pre-built integration with Amanda.

As the project wrapped up, Vision33 took a train-the-trainer approach.

"Rather than try to train the 200 staff we had working in Amanda, we chose champions from each business unit", Brandi says. "They were trained in how to use the system, and they had the power and authority to train the other staff in their departments. That approach alleviated IT, which was helpful because we have limited resources. And the transition of knowledge was seamless".

Modernised, Digitised Processes for a Bright Future

Amanda has modernised Clarington's processes and services. Everything is digital and online, which makes things easier for the municipality's customers.

"First and foremost, the portal is a huge benefit", Rob says. "Our citizens request municipal services from their homes, their desks. They don't have to come to the town hall".

Clarington now enjoys a municipality-wide permitting solution that has eliminated data silos and redundancies. Every business department uses Amanda as a one-stop shop, and all of Clarington's application data resides in a single, centralised database.

Inspectors work in the field from tablets rather than clipboards, and the cloud empowers staff to work remotely—a benefit Clarington never had.
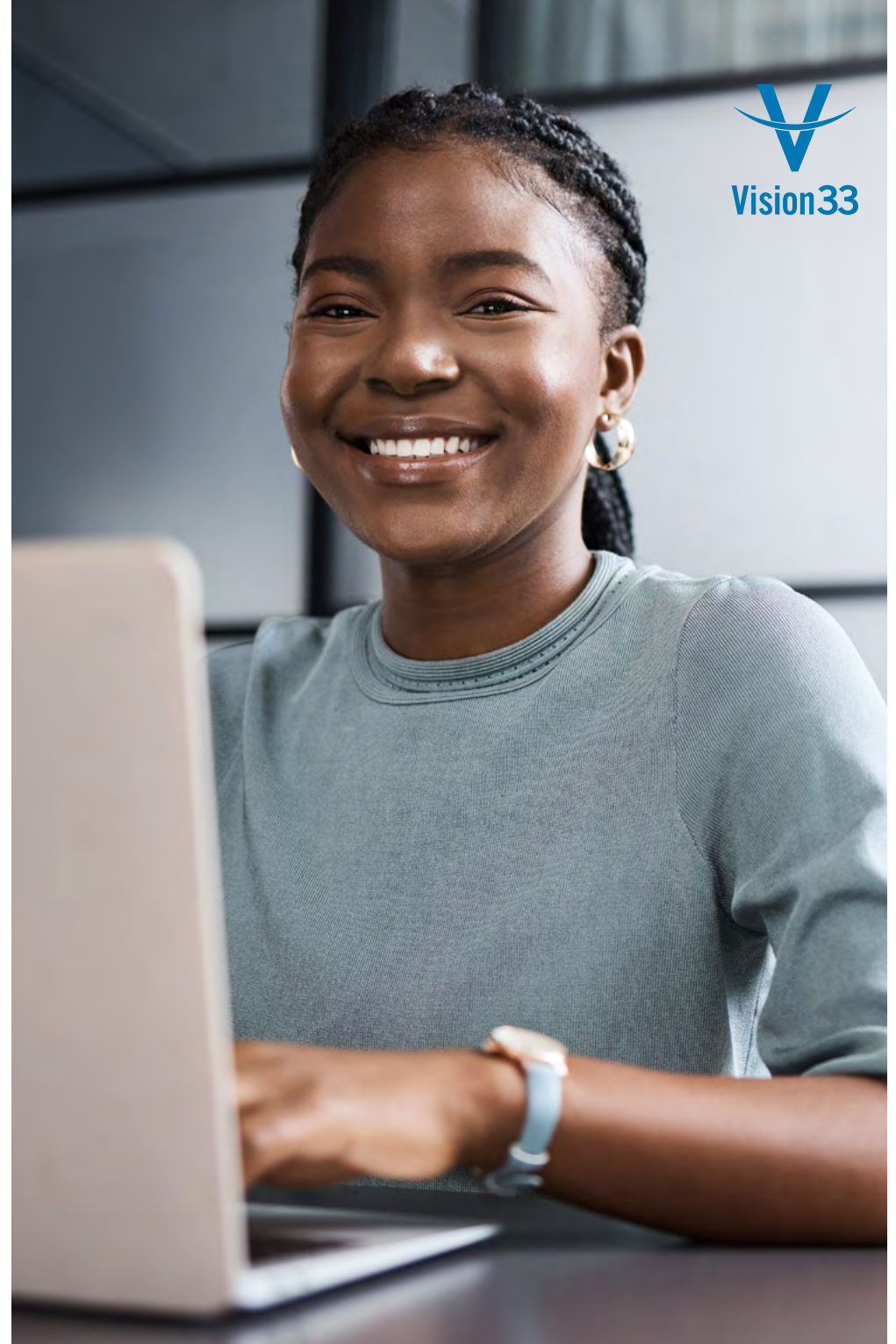
Unlike Clarington's old software, the municipality's staff are excited to use Amanda to its fullest potential.

"The beauty of the work we're doing with Vision33 is that people are buying into the application". Rob says. "They're recognising the validity of it. They're seeing we can do more".

And because Amanda is a scalable, flexible solution, it will grow with Clarington well into the future.

"As our staff get more and more used to Amanda, they see the potential for enhancements and business processes being added", Brandi concludes.

"We're constantly getting requests from them. We want to consistently build upon this system because it's so customisable. The possibilities are endless".

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.co.uk

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Europe
1 Heathgate Place,
Agincourt Road
London, NW3 2NU
Tel: +44 (0) 20 7284 8400
contact@vision33.co.uk
www.vision33.co.uk

Canada
210 Water Street, Suite #400
St. John's, NL A1C 1A9
Tel: +1 709 722 7213
www.vision33.com

United States
7545 Irvine Center Drive,
Suite 200
Irvine, California 92618
Tel: +1 949 420 3300
contact@vision33.com
www.vision33.com

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