

Case Study

City of Denton

Like many other cities in America right now, the City of Denton, TX is planning for substantial growth in its population, businesses and environment. With a formal plan already in place for the next twenty years, the City has realized that it needs to be prepared for its population to double and possibly triple in size, with City limits expected to expand from fifty five to one hundred square miles.

To assist in its plan, the City has also realized the need to invest in technology if it is to achieve its objectives and one area where this has already taken place is within the Community Development Division. In order to meet the needs of its expanding number of citizens and therefore increased building permit applications, the City realized that it needed to have the ability to locate property information rapidly and track the progress of building construction more efficiently.

After reviewing a number of vendors the City selected CRW Systems' TRAKiT solution. Greg Mitchell, Chief Building Official at the City of Denton commented on the choice. "The TRAKiT system offered best practices for the business solutions required by the City that matched, or could easily be modified to suit the current operations within the Community Development Division. We also believe it offered us the best value for our investment."

The public is also able to access information on the system across the Internet through a web interface or use an Integrated Voice Response (IVR) system. This enables developers to request or re-schedule an inspection and review the results of the inspections.

Very few problems were encountered during the implementation phase with the main challenge arising from moving from an Access to a SQL database. However with CRW's help and support the system was implemented relatively quickly and the City is now enjoying the benefits. Because the system is so intuitive to use, formal training is short and the number of users has increased to over 70. As a result, business processes have become more efficient as users access the information they need quickly and easily and are able to solve problems much faster.

Greg Mitchell is impressed with the support CRW has given the City – not only throughout the implementation process but also in the following period. "The quality of support we receive from CRW is excellent," he said. "We are very pleased with our choice of vendor and product."

Organization

Denton, TX
Population of 94,435

Proposal Requirements

Building Permit Management

TRAKiT Benefits

- Easier access to data
- No lost documents
- Shorter timelines in accessing data
- Project completion dates shortened
- Lower costs
- Higher customer satisfaction

From the Customer

"The Trakit system offered best practices for the business solutions required by the City that matched, or could easily be modified to suit the current operations within the Community Development Division. We also believe it offered us the best value for our investment."

About CRW

CRW Systems, based in San Diego, CA, is a leader in the development of automated solutions for local government municipalities. CRW's main product, TRAKiT, is designed for automating permitting, inspections, code enforcement, planning & zoning activities, GIS, licensing, as well as other related land management functions.

Contact Details

CRW Systems, Inc.
16980 Via Tazon, Suite 320
San Diego, CA 92127
P: 858.451.3030
F: 858.451.3870
marketing@crw.com
<http://www.crw.com>