

# Case Study

## City of Greenville

The City of Greenville, Texas, is home to several Fortune 500 companies and promotes a family-oriented community with a strong work ethic. Greenville possesses an energetic leadership that focuses on promoting economic growth with a growing labor force, good educational opportunities and a business-friendly climate that makes it a prime business location in northeast Texas.

As its population expanded, Greenville realized that it had reached a stage where technology was required in order to improve its existing paper based Building Permits system. Accessing data was taking too long and a lot of effort was required to support developer inquiries, which meant that time was spent not only searching for it but on occasion, duplicating it too. Greenville began to research potential vendors and finally selected CRW Systems' TRAKiT solution for two main reasons: "we really liked the system's ease of use," commented Stephanie Wilkinson, Executive Secretary at City of Greenville. She continued, "That, together with the very competitive price, made us realize that this solution would give us real return on investment in a very short time."

Implementation took just two months to complete and Greenville was up and running in production in a very short time. Greenville's employees had no problems changing from the old paper-based system to an electronic system. However, the transition to the new system was not without some minor problems but these are being overcome with the close support and assistance of CRW.

Greenville began benefiting from the new TRAKiT solution almost immediately. Generating reports for the City Manager and Director of Development is now much easier and faster. Communication with the Finance Department has improved with the ability to now send reports on the number of permits issued and related fees. The service the Building Permits department provides to external contractors has also improved due to accessing permit information quickly and easily and being able to answer contractors' inquiries more efficiently.

Greenville believes that the new TRAKiT system has solved the business problem it was facing. As more and more people move into Greenville, the demands on the Building Permits department will increase but the new electronic system for processing permits will allow Greenville to ensure an efficient and effective service for its citizens.

### **Organization**

Greenville, TX  
Population of 25,960

### **Proposal Requirements**

Building Permits

### **TRAKiT Benefits**

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

### **From the Customer**

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### **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**

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