

Avolve ProjectDox® and CSDC Systems - Partners for Efficiency

Excelling in Customer Service | Austin, Texas

Austin is the country's eleventh most populous city. It is recognized for its vibrant culture, particularly the music scene. Its official slogan, "The Live Music Capital of the World" is well-earned. The city boasts more live music venues per capita than any other U.S. city. But Austin is also a significant business hub. As home to many Fortune 500 companies representing the high-technology and pharmaceutical industries among others, Austin's population is highly educated and tech savvy. Its citizens expect electronic delivery of services and information.

The City of Austin Development Services Department has begun the rollout of ePlan Review, a highly anticipated web-based process where development plans can be submitted, paid for, reviewed and approved electronically. [Using ProjectDox, Austin's citizens, the building community and city departments can submit, review and collaborate on plan documents remotely – from homes and offices. ProjectDox interfaces seamlessly to the city's permitting system running on CSDC Systems' AMANDA software.](#)

The City of Austin has implemented ProjectDox for Land Use, Commercial and Residential Building Reviews – streamlining its plan review processes while improving overall service delivery to the city's customers.

Commenting on the city's investment in ProjectDox, Greg Guernsey, Director of the Planning and Development Review Department said, "The Austin development community is excited about this partnership! Electronic Plan Review (EPR) will improve communication and collaboration between city staff and its customers. Additionally, EPR is good for the environment because it reduces paper submittals and decreases the carbon footprint by greatly reducing the need for office visits. Our customers will be more productive because they will have the ability to conduct business from their office or home."



Simply put, ePlan Review will save customers substantial time, money and resources.

Driving Growth and Development | Richmond, British Columbia

Richmond is a coastal city incorporated in the Canadian province of British Columbia. Part of the Metro Vancouver area, it is the fourth-most populous city in the province. The city is the location of Vancouver International Airport and was the site of the long track speed skating events during the 2010 Winter Olympics. Richmond supports about 100,000 jobs in various areas including services, retailing, tourism, light manufacturing, airport services and aviation, agriculture, fishing, and government. Richmond also is a leading center in the region for high-technology companies.

Richmond's future growth is managed through its Planning and Development Department, including Building Approvals, along with programs offered through the Economic Development Office. Through proactive policies, the city has a reduced ecological footprint, is more energy efficient and is responding to the challenges of climate change in partnership with other levels of government, its citizens and its businesses. The City of Richmond has taken the first step to enabling paperless development applications by implementing ePlan, a web-based system to submit, review and approve development-related drawings and documents.

Initially beginning with Servicing Agreement drawings and documents, the city is considering expanding ePlan to receive Building Permit, Rezoning and Development Permit applications. [The ePlan system works with the city's permitting system, AMAMDA by CSDC Systems, by allowing developers and their consultants to upload drawings and supporting documents for the city's review and approval.](#) The system allows submissions to be digitally circulated to all relevant city departments for concurrent review and comment. Once all staff comments are coordinated, consultants are notified to download the review comments, modify the submission as required and upload the revised submission for further review or final approval.



The ePlan system will improve customer service levels by reducing review times; improving tracking, reporting and accountability; and reducing resource costs and waste.

"Our partnership with Avolve brings together two industry leading solutions – AMANDA and ProjectDox. This allows our clients to extend AMANDA to automate the entire ePlan review cycle." - Eric David, Executive VP, CSDC Systems

