

Eproval is the leading software platform used by public agencies for special event permitting and other complex application processes. As the thought leader in the special event permitting space, Eproval provides information to assist agencies in determining the software solution that will best support their business needs.

## Many of our clients have tried traditional solutions and learned not all workflow solutions are created equally

### THE CHALLENGE OF TRADITIONAL PERMITTING WORKFLOW SOFTWARE

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Traditional permitting workflow software is linear and most commonly used to move an application step by step through a predetermined process where one person or area of responsibility is associated with each step. For example, an applicant submits an electrical permit application, the application is reviewed and approved by one reviewer, the workflow moves to inspection by another reviewer and the permit closes-out. Essentially, a sequential, linear process.

### SPECIAL EVENT PERMITTING REQUIRES CONCURRENT AND ITERATIVE WORKFLOWS

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Special event permit applications do not have a linear, predetermined process. Instead, for each application, a unique workflow is created based on the activities, components, and location of a particular proposed event. Securing a series of supporting permits such as food, alcohol, pyrotechnic, and tenting must be completed and added to the application as part of the process. The review process is concurrent and iterative and frequently involves 10–20 reviewers representing different disciplines, each of whom must be able to concurrently engage in a back and forth process with the applicant.

The necessity for transparency and online collaboration can be critical to the success of the event, risk reduction to the city, and public safety of attendees. For example, the Police Department reviewer recommends the addition of a fenced area to better manage crowds and alcohol, which in turn, causes the Fire Department reviewer to review the fenced area for capacity and safe entry and existing plans. Traditional workflow solutions do not notify reviewers of changes, do not support adding amended information to an existing workflow, or allow for creation of new workflows once the review process has begun; all of which are essential requirements for special event permitting.

Ultimately, the workflow process for special events is significantly deeper (multiple concurrent reviewers) and wider (length of time and number of steps) than is standard in traditional workflow software.

## WHAT MAKES EPROVAL'S PERMITTING AND WORKFLOW PLATFORM DIFFERENT?

Eproval is customer driven and continues to expand based on new customer requirements

Eproval is not an adaptation of a land use, registration, fillable form, or data entry system. Working with special event permitting stakeholders across North America, Eproval has developed a platform specifically to meet the needs of public agency special event and other complex permitting. Eproval is a mobile friendly, cloud-based hosted solution using secure data transport protocols that includes a point of sale gateway for online payments. Eproval also:

- Generates a dynamic workflow unique to each application
- Enables iterative and intuitive review processes
- Supports mandatory and additional reviewers
- Includes unlimited number of internal and external agency users
- Captures all internal and external communication across roles within the system, including activity logs, emails, and multiple comment threads.
- Allows special events office (or other business unit) to customize and modify applications
- Provides permitting transparency and efficiency
- Interfaces with existing software such as single log-in and financial systems
- Supports other event-related permit applications
- Requires minimal Information Technology (IT) resources during Implementation and does not require IT resources to support daily operational
- Provides seamless platform releases developed from industry driven requirements