

## Modernizing Civic Services

# City of Fort Worth's Journey to an Enterprise iPaaS.

### Case Study: Background and Challenge

**Navigating the Complexity in Civic Services:** In the diverse landscape of municipal governance, the City of Fort Worth leverages **Accela's** land management solution in numerous pivotal departments, including Development Services, Water, Transportation and Public Works, Park & Recreation, and Code Enforcement, among others. With 536 licensed users and an annual issuance of 19,500 Building Permits (as of CY 2022), having a stable, predictable, and efficient end-to-end solution is imperative.

Before moving to **Accela's** Cloud environment in March 2023, the City encountered frequent operational disruptions due to its on-premises architecture. The City recognized that these downtimes impeded their ability to provide efficient services to their residents, businesses, and developers. By embracing the cloud, the City of Fort Worth successfully eliminated these disruptions and became positioned for a seamless operational environment. This strategic move addressed the immediate challenges and positioned the City for a future of uninterrupted, efficient, and continuously improving service delivery.

**Hyperfocus on Process Improvement:** are to reduce waste and leverage automation wherever possible to improve the

experience for both Staff and Customers. This underscores their profound aspiration to enable users to be facilitated by technology, rather than the inverse. Once complete, the expectation is a complete, end-to-end solution that will be more seamless, easier to navigate, and less burdensome for both internal and public-facing users.

### Results: The Power of iPaaS. A Strategic Solution

**Predictable, efficient, and continuously improving service delivery:** As the City of Fort Worth moved forward on its process improvement journey, it recognized the crucial role Integration Platform as a Service (iPaaS) could play in achieving its goals. With a multitude of departments and systems to manage, the need for seamless integration was paramount. iPaaS emerged as a key element, offering a unified platform that effortlessly connected the City's chosen 3rd party systems to **Accela**. This strategic solution will facilitate data flow and harmonize processes across departments, leading to enhanced collaboration and more efficient workflows. By embracing iPaaS, the City of Fort Worth will achieve a comprehensive solution that streamlines internal operations for staff and provides a smoother and more user-friendly experience for customers engaging with city services.

*“Seamless integration is a key element to our success. Whereas iPaaS for Accela with Velosimo emerged as an easy, proven way to connect the City's diverse systems and pave the way for an efficient, user-centric experience.”*

— **Ken Frame, MBA, CCC, CSSBB, Business Process Manager**

### Population

**935,508**

### Accela users

**536**

### Annual Building Permits

**19,500**

### Department served

- Development Services
- Water
- Transportation and Public Works
- Park & Recreation
- Code Enforcement
- Police & Fire