Benefits of Superion's TRAKiT

Superion's **TRAKiT**

▶ TRAKiT & Blue Beam are Budgeted Expenses in 2018

▶ TRAKiT is a new product for Superion (formerly SunGard) our Enterprise Resource Planning (ERP) provider's service options.

It will permit changes to just the weaker (development related) bundles from our current ERP system

Licensing ● Planning & Engineering ● Building & Permits ● Code Enforcement

The wholesale ERP change recommended by our comprehensive ERP evaluation project would have been far more costly with a 2x longer project implementation

Superion's **TRAKiT** - Communication Improvements

▶ Internal Communication Improvements

  ▶ Automatic communications and personalized dashboards

  ▶ Nag-Engines for overdue activities to employee and supervisor

▶ External Communication Improvements

  ▶ Intuitive interface monitoring projects, applications, permits, inspections and violations from one screen

  ▶ Greatly Expanded Self-Service capabilities

▶ Automatic Communications w/ Auto-Archiving

  ▶ Triggered by change in status or by lapse of time

Superion's **TRAKiT**
Effectiveness & Efficiency

▶ Customer Self Service portal expanded to ALL divisions

  ▶ Building & Permits - self service inspection scheduling portals have proven to increase CSR capacity by 13%, this has been as high as 25% during peak activity.

▶ Managerial Cross-Platform Oversight

  ▶ Customized Dashboards

  ▶ Customized Report writing to MS-Office without COGNOS

  ▶ Cross-Platform oversight will enable just-in-time step reviews ensuring the fastest comprehensive review completions and quickest approvals.

Electronic Plan Submittal and Review

▶ Electronic Plan review will be phased in with the TRAKiT installation.

  ▶ Customer convenience to upload 24/7 without a counter visit

  ▶ Revision to Original document raster comparison to spot changes and negate necessity for review of areas unchanged should cut re-review cycles by 25%.

Planning

Current Legacy Solution

- Custom Separate Database for reporting purposes requires double entry

- Not visible to other divisions and data not portable to next process

- Virtually No Customer Transparency provided

- No Customer Self Service permitted

▶ TRAKiT Benefits

- ▶ Eliminates double entry into second database

- ▶ Customized Report capability to MS

- ▶ Data is portable as project moves into permitting

- ▶ On-Line transparency available

- ▶ Self Service uploading of plans and applications

- ▶ Re-Reviews will be faster with the raster comparisons to original

- ▶ Engineering will garner similar benefits

Zoning

Current Legacy Solution

- Not using automated communication tools

- Entitlement details are on a separate database

- Conditions require research for any case

- Good deal of scanning to archive

▶ TRAKiT Benefits

- ▶ Planning projects and data fields are "continued" to become the permit application reducing zoning research

- ▶ Customer self service for zoning permits will reduce timeframes by at least 25%

- ▶ Reviewer and Inspector custom due tasks dashboard

- ▶ Customized Report capability to MS

- ▶ Re-Reviews will be faster with the raster comparisons to original

- ▶ Automatic Archiving of all communications

Building & Permits

Current Legacy Solution

- Customer Self – Service not intuitive

- Half of Communications are Automated but not Automatic

- Good deal of scanning to archive

- Licensing bundle communications are WEAK

▶ TRAKiT Benefits

  ▶ Planning projects and data fields are "continued" to become the permit application reducing entry

  ▶ Reviewer and Inspector custom due tasks dashboard

  ▶ Licensing reviews and communications vastly improved from current capabilities

  ▶ Customized Report capability to MS

  ▶ Self Service uploading of plans and applications

  ▶ Re-Reviews will be 25% faster with the raster comparisons to original

  ▶ Automatic Archiving of all communications

  ▶ StAR contractor ranking transparency

Property Standards

Current Legacy Solution

- No Customer Self – Service

- Most Communications are Automated but none Automatic

- Good deal of paper process

- Licensing and Code Enforcement bundle communications are WEAK

▶ TRACKiT Benefits

  ▶ Inspector custom due tasks dashboards

  ▶ Self Service uploading of license applications

  ▶ Customer scheduling of inspections

  ▶ Licensing reviews and communications vastly improved from current capabilities

  ▶ Customized Report capability to MS

  ▶ Automatic Archiving of all communications

  ▶ Landlord and Property Manager performance transparency

  ▶ More complete cost recovery data fields

Superion's **TRAKiT**

▶ Anticipate the following <u>Efficiency Gains</u>

   ▶ 10% BP CSR workload / 20% PS CSR workload

   ▶ 10% Planning/Engineering and 5% Building plan reviews

   ▶ 5% for BP inspectors / 15% for PS inspectors

▶ Allows Aurora to Develop Regional BEST Development Tools

▶ Process Related <u>National Recognitions</u> added to what BP had earned

   ▶ Development Processing, Communications and Transparency

   ▶ Performance Based Licensing