

Selecting a Permitting, Licensing & Land Management Solution:

A Guide for Public Agencies and Utilities

Choose a permitting, licensing, and land software solution that checks all the right boxes for your organization.





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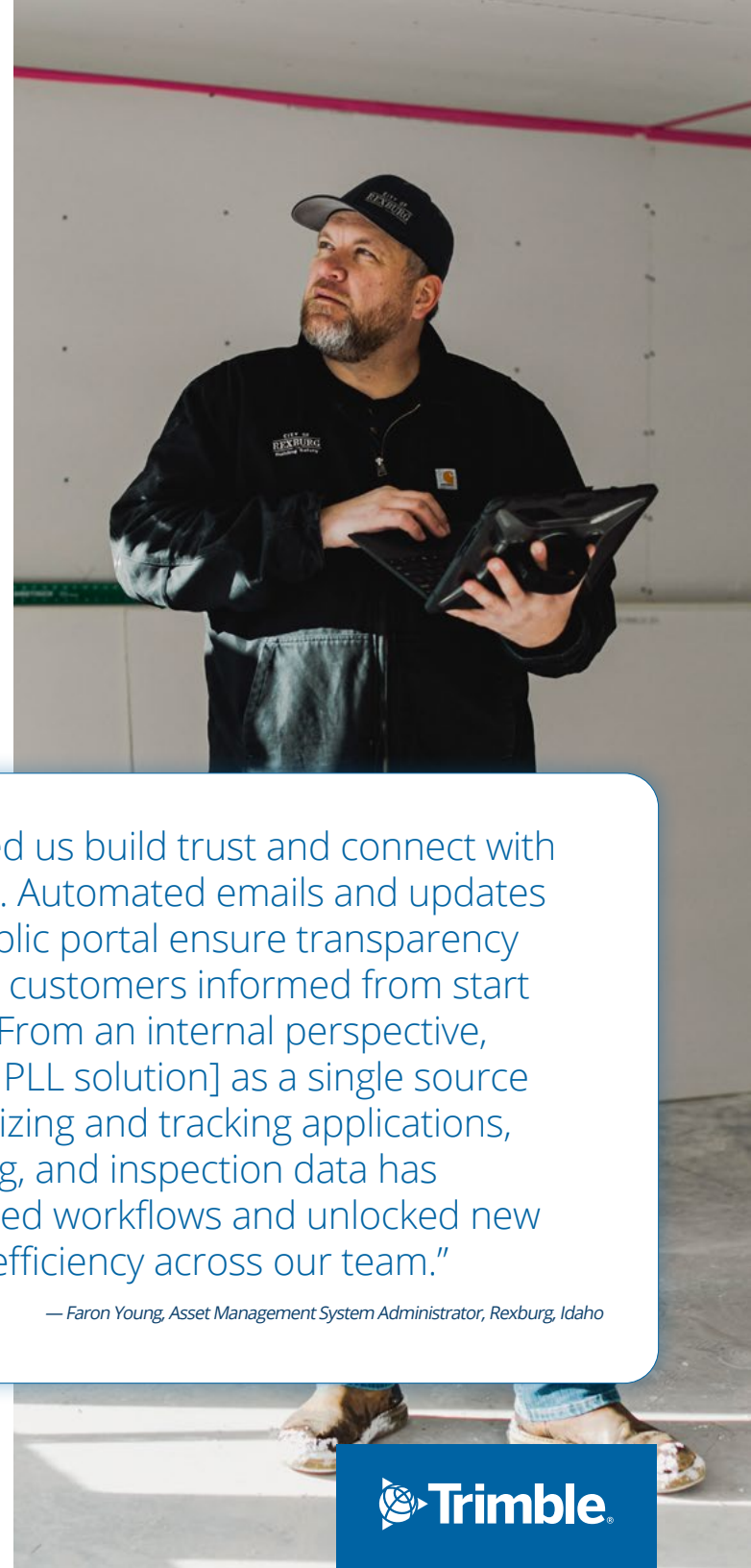
Why digital permitting, licensing, and land management software is essential

Digital permitting, licensing, and land management (PLL) solutions are revolutionizing how public agencies and utilities manage community development processes and interact with their communities.

PLL software solutions are designed to streamline workflows and automate routine tasks so you can improve service delivery. They can also provide powerful data visualization capabilities and helpful tools to help you manage the numerous regulations, applications, and approvals involved in community development.

By replacing traditional counter-based permitting workflows with a digital PLL solution, you can also provide self-service options and real-time access to information for your customers. From applying for building permits and business licenses to scheduling inspections and tracking application status, residents, businesses, and contractors can engage with your organization effectively and conveniently.

When your stakeholders, both internal and external, have access to the data they need when they need it, operations flow more effortlessly. This increased transparency and efficiency helps you deliver better services while building trust between your organization and the community it serves.



"It's helped us build trust and connect with residents. Automated emails and updates in the public portal ensure transparency and keep customers informed from start to finish. From an internal perspective, having [a PLL solution] as a single source for organizing and tracking applications, permitting, and inspection data has streamlined workflows and unlocked new levels of efficiency across our team."

— Faron Young, Asset Management System Administrator, Rexburg, Idaho

By giving the right people access to the information they need when they need it, a PLL solution helps you improve service delivery while streamlining collaboration across departments. With the right PLL solution, you can:

- **Provide 24/7 online access for customers to submit, pay for, and track applications**
- **Enable mobile inspections for faster turnaround times**
- **Improve coordination and handoffs to public works and maintenance crews**
- **Generate data-driven insights for better urban planning and policy decisions**

- **Ensure consistent application of regulations and fee calculations**
- **Increase transparency and public confidence**
- **Track the full lifecycle of assets with integrated asset management**

To fully realize these benefits, you need a PLL solution that's designed both for your internal use and for the needs and expectations of your citizens. This guide will help you navigate the key considerations in selecting a PLL solution that serves both your organization's needs and those of your community.



Key features to look for in **permitting, licensing, and land software**

When evaluating a permitting, licensing, and land solution, you have many things to consider. While there is no one-size-fits-all solution, there are specific basic requirements that any PLL solution must meet. Beyond basic requirements, there are additional capabilities you'll want to explore to evaluate a vendor's ability to meet your goals and needs.

When evaluating PLL solutions, it's also crucial to consider how they integrate with your organization's existing technology, particularly

the geographic information system (GIS). A GIS-centric approach can provide significant advantages for data accuracy, spatial analysis, and interdepartmental collaboration.

The following guidance will help you develop a clearer picture of the requirements you'll want to prioritize.

Assessing Essential Requirements

To evaluate the basic requirements of a PLL solution, ask potential vendors these eight questions. By doing so, you'll learn about their capabilities, as well as their ability to meet your needs both today and in the future. If a vendor doesn't meet all of these qualifications, or if any of their answers seem vague or questionable, you should move on to more qualified vendors.

Key Questions to Ask:

Is the solution developed, implemented, maintained, and supported in-house?

Is it designed specifically for public agencies and utilities?

Is it SaaS-delivered and built on an open architecture?

Has it received SOC 2 Type 1 Audit certification (at a minimum)?

Is it a GIS-centric platform specifically built to work with Esri's ArcGIS® products?

Does it include out-of-the-box, configurable options to support any community development workflow?

How many active deployments does the solution have, and what is its history of supporting community development workflows?

Does the solution integrate seamlessly with asset management systems?

Evaluating Capabilities in 5 Additional Areas

Once you've determined that a vendor meets the essential requirements, you'll need to assess their capabilities across five key areas. Doing a deep dive into these aspects of each vendor's solution and business will make it easier to shortlist vendors — and feel confident that you're on the best path to realize the advantages of a PLL solution.

1. Digital Transformation Support

As public agencies and utilities move toward more efficient, transparent, and citizen-centric services, digital transformation of permitting, licensing, and land management processes is crucial. A modern PLL solution should not only digitize existing processes but also enable fundamental improvements in how community development services are delivered and managed. When evaluating PLL solutions, the following questions will help you assess their ability to support your organization's digital transformation and the broader lifecycle management of public assets.

Key Questions to Ask:

How does your solution facilitate the transition from paper-based to fully digital processes for permitting, licensing, and land management?

Does your organization offer an accompanying mobile solution that has native integrations with enterprise asset management (EAM) systems?

How does the PLL solution facilitate interdepartmental collaboration and information sharing throughout the asset lifecycle?

How does the solution integrate with other systems, such as accounting or other organizational software?

2. Features & Functionality

Choosing a permitting, licensing & land software solution that works with your community development workflows is critical. Asking targeted questions will help you assess a solution's fit for organizations like yours, as well as its ability to support your community development processes.

Key Questions to Ask:

Is the solution a GIS-centric platform specifically built to work with Esri's ArcGIS products? Also, how does it leverage GIS capabilities for permitting, licensing, and land management?

What specific features does the solution offer for permit management, code enforcement, and business licensing? Also, how customizable are these features to our organization's needs?

How does the solution support the configuration of dynamic workflows? Does it offer drag-and-drop configuration capabilities?

What public-facing features does the solution provide, such as online application submission, payment processing, and status tracking?

How does the solution support mobile inspections and field operations, including offline capabilities?

What reporting and analytics tools are available for data visualization and decision-making?

3. Implementation & Deployment

Implementing a PLL solution is a critical step in transforming your organization's community development processes. The right implementation approach can significantly impact how quickly you realize value from your investment and how well the solution meets your specific needs. When evaluating vendors, you'll want to explore their implementation methodologies and the options available to you.

Key Questions to Ask:

Does the solution require an in-house implementation, or do you offer options for partner-run implementations? How extensive is your partner network for implementation services?

What is your implementation methodology, and how do you tailor it to a customer's specific needs?

How long does a typical implementation take, and what factors might affect the timeline for our organization?

What training and support do you provide during and after implementation to ensure our staff can effectively use the software?

How many successful implementations have you completed in our specific industry? Can you provide references from similar organizations?

How do you handle data migration from legacy systems, and what is your approach to integrating with our existing GIS infrastructure?

How many technology integrations and plug-ins are available?

4. Technical Support & Customer Success

The effectiveness of a PLL solution extends far beyond its features and functionality. Even the most advanced system can fall short if it's not backed by robust technical support and a commitment to customer success. Additionally, a vendor's support team must understand the nuances of community development workflows. This expertise can be invaluable in helping your organization optimize the use of the PLL solution, adapt to changing regulations, and continuously improve your processes.

Key Questions to Ask:

How many technical support specialists will be available to us?

Do you offer 24/7 support at no additional cost?

Do you assign each customer a customer success manager?

Do you offer self-help solutions, such as a user community or knowledge base?

What type of industry experience does your support team bring to the table?

What is your overall customer satisfaction rating?

Do you offer user events where clients can share best practices and learn from their peers?

How do you measure and ensure customer success?

5. Data Security & Privacy

Data security is critical for government and private organizations handling sensitive information. Choosing a vendor that demonstrates a strong security posture and a commitment to stringent data security and privacy practices will minimize your exposure to cybersecurity threats. Robust security capabilities will give you peace of mind that your critical applications and data will be properly safeguarded.

Key Questions to Ask:

What data security and privacy regulations and standards does your organization comply with?

Does your organization have a dedicated information security officer?

What security protocols do you use to limit unauthorized access to data?

Does the solution support multi-factor authentication (MFA) and single sign-on (SSO)?

How is access to customer data controlled within your organization?

Do you perform regular security audits and penetration testing?

How do you handle data backups and disaster recovery?





Take the next action

toward digital PLL and start
delivering more efficient
community services

Implementing a PLL solution is a huge step toward delivering public services more efficiently and transparently. By choosing a PLL solution that meets critical requirements, you'll be one step closer to ensuring data visibility, reducing processing times, and increasing public trust and confidence in your organization's service delivery.

Get our Easy-to-Use RFP Guide

Investing in a PLL solution is a big decision, but you don't need to start from scratch. Our easy-to-use, customizable RFP Guide helps you identify and prioritize your organization's needs step by step.

Download our RFP guide to get started on your path to delivering more efficient community services.

[GET MY RFP GUIDE](#)