

Key Benefits

A user friendly, intuitive, and comprehensive software solution to streamline Community Development for Planning and Permitting activities around:

- Online submission
- Project Management
- Permit Application Tracking
- Permit Application Status Check
- Paperless Routing of Documents
- 24/7 Accessible
- Offline Access for Mobile Inspectors
- eSignatures
- Online Payments
- Code Enforcement

A Modular Solution

Our Community Development Solution is part of a suite of modules built for municipal and county government.

Implementing multiple modules can lead to incredible efficiency gains as it enables collaboration and information sharing between agencies. We have modules for:

- Economic Development
- Environmental Health and Safety
- Community Development (Planning, Permitting, & Code Enforcement)
- Citizen Relationship & Request Management

A Modular Community Development Solution

Streamline Community Development for Planning and Permitting

Government agencies across the country are looking for ways to provide better digital citizen services. At the same time, Communities are realizing the growing importance of easy, efficient citizen services like user-friendly permitting. They want a user-friendly portal for businesses and citizens, including resources and guidance around the permitting process.

We understand the challenge. We need to improve the planning and permitting process because:

- Agencies have insufficient staff to handle the building permits workload
- Old paper-based methods create long permitting wait times with substantial backlogs
- Agencies have finalized building permits with incomplete final occupancy inspections
- Agencies are unable to track building code violations to perform follow up inspections



Modernizing the permit process to provide a faster, more effective way of conducting business is the new normal. It is now expected that a mobile/remote work force is here to stay. In addition to processing and managing permits, inspections, and certificates of occupancy, as well as other agency approvals, citizens, property owners, and contractors now have the expectation that they can do many other online functions without having to visit an office. Things such as:

- Schedule inspections online
- Access permits online to check on Permit application status or Inspection results
- Permit and Certificate of Occupancy issuance conditions and results
- Code enforcement based on established ordinances and regulations

If you are looking to operate your Permit Department at its full potential by standardizing, digitizing, and unifying more operational and customer service processes, we can help! We provide a digital transformation solution for your processes that is developed with the input of subject matter experts and real-world users. It serves as a repository of best-practices and is the manifestation of efficiency, productivity, and security for government agencies.

About Zembretta

Zembretta is the product solution of Summit Technologies – a Salesforce implementation partner - for the government sector.

The Zembretta product enables organizations in the adoption of civic engagement solutions for government. Through the proper implementation of civic engagement, we help enable and improve core processes for city, town, provincial and federal governments.

The Zembretta Government Modules on the Salesforce Platform implement solutions that uniquely address the diverse needs of government agencies and citizens by enhancing workflow and making publicly available information more accessible. Our modules are for:

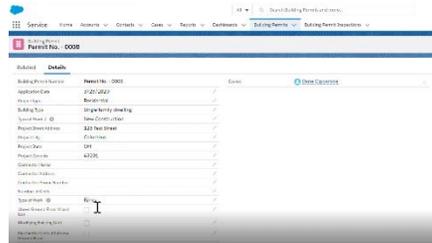
- Economic Development
- Environmental Health and Safety
- Community Development (Planning, Permitting, & Code Enforcement)
- Citizen Relationship & Request Management

The Zembretta product empowers agencies to reduce workload, increase efficiencies, and provide their citizens and staff with easier, more convenient access to government services

Why Zembretta

- We have been designing, building, and selling technology solutions for government, higher education, nonprofits, and businesses since 2016
- Having worked in municipal government, our leadership team understands the challenges it faces, including technology and budgets
- We have a vision for government working in harmony with itself and its citizens, facilitated by affordable technology solutions
- Our mastery of the Salesforce platform, knowledge of government and pre-built solution accelerators allow us to deliver value quickly, predictably and cost effectively
- Our solutions are not cookie-cutter, one-size-fits-all. They are customized to your organization and needs, with input and feedback from your team every step of the way
- Extensive, customized training is part of every project
- The extensible nature of our solution allows for easy integration with other apps or programs you may be using
- The modular nature of our solution allows for different departments to work on the same platform, easily sharing data and collaborating
- Specialize in no-code or low-code solutions that are easily maintained and scale well

Meet our Community Development Solution

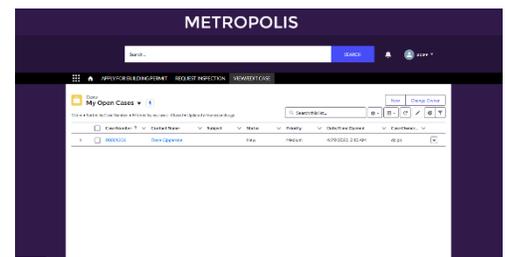
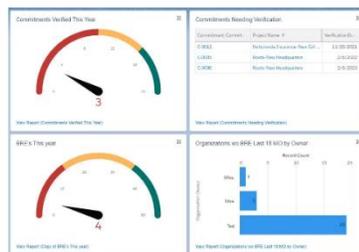


Our solution for Community Development is the answer to the issues that Planning, Permitting, and Code Enforcement teams tackle every day. We built this solution to address the needs of Community Development teams and agencies. It is easy to use, feature rich, and covers most organizations' immediate needs with ample room for growth. Most importantly: It is a turn-key solution, ready to use today!

A solution as unique as your community

Unlike other software providers, with our application on the Salesforce platform, you become part of a worldwide, multi-billion-dollar ecosystem that offers a diverse global resource pool and expands your organization reach beyond a proprietary application. There's no organization like yours, so why not configure a solution that's tailored to your precise needs? Here is a short list of what you can do with our Community Development solution:

- **Online Planning & Permitting - without leaving their homes, offices or construction sites, citizens and contractors can:**
 - Submit permit application with supporting documents
 - Submit plans for review
 - Obtain permits on projects requiring no review
 - Obtain permits after review and approval
 - Check project status
 - Request inspections
 - Sign documents with eSignature
 - Pay fees with automated fee calculations
- **Project Management:**
 - Assign projects to multiple agencies with different review times
 - Assign projects and tasks to specific staff
 - Easily monitor projects with dashboards and automated reminders
 - Manage approval processes from external agencies such as Public Health and Sanitation
- **Fast and error-free project intake:**
 - Retrieve data by address, by property owner, or by project applicant
 - Ensure all required information and documents are provided with application
 - Easy project descriptions and definitions – prebuilt lists for occupancy group, construction type
 - Verify contractor licensing with the state database – if available by state
 - Verify bond, workers compensation, insurance and other permitting requirements against state database – if available by state
 - Verify business license against the jurisdiction's database – if available by jurisdiction
- **Inspections and Code Enforcement:**
 - Conduct field inspections with remote (connected and offline) capabilities
 - Code enforcement based on land use and zoning ordinances – or any other regulations
- **Dashboards:** Measure the success of your department over the course of the year and year over year



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