

# ViewPoint Cloud

## Product Tour

The world's most advanced  
permitting & licensing technology



# The platform for smarter government

ViewPoint Cloud is not like other government software. It's built on a modern technology framework, so it's lightning-fast, highly-available, and plays nice with other modern cloud systems. It's professionally-designed, so buttons, fields, and features are just where you'd expect. And it's modular, so simple permits and complex, multi-stage projects all follow one uniform framework.

We took the way the best companies work, and turned it into great software for your community.

With ViewPoint Cloud, you can adapt any citizen service process to allow online submission, routing, approvals, payments, and document issuance, all from a centralized digital record. Its intelligent workflow engine takes all of the manual work out of processing a citizen request or internal directive. And with built-in activity feeds, departments get a whole new way to see what's going on around them, and what requires their attention.

ViewPoint Cloud's powerful reporting engine makes it easy to generate predetermined or custom-built performance reports.

It's all built on the power of the Microsoft Cloud, so it's safe, secure, and available anywhere you have a web browser.

The future of government is here, and it looks like this.

# How may we help?

Access service information and  
apply online – right from here



Code Enforcement



Building Inspections

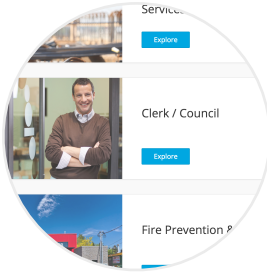


Fire



# Offer superior citizen service

ViewPoint Cloud includes the ability to enable online submission of any application form. Say goodbye to stacks of paper and status inquiries, and let citizens apply, pay, and track their requests online.

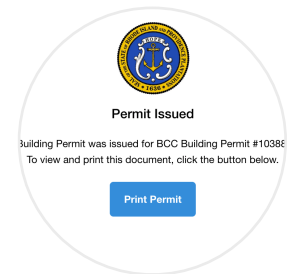


## Provide a one-stop service portal

The Storefront customer service portal allows you to educate constituents about service information and submission requirements. Applicants can submit applications, pay fees online, and message reviewers.

## Offer automated status updates

Customers get automatic email notifications of any activity on their application, reducing status inquiry volume. Customers can also track the status of their application in real-time.



## Communicate with customers

Message applicants from right within the platform to document requests for missing documentation, progress updates, and other customer correspondence. Applicants can message you back with information, feedback, or compliments. It's all documented, all in one place.

# 90% approval

Constituents give ViewPoint-powered agencies an average 90% approval rating



27397

+ Add to a project



## Building Permit – Residential Permit

### Building Department Review

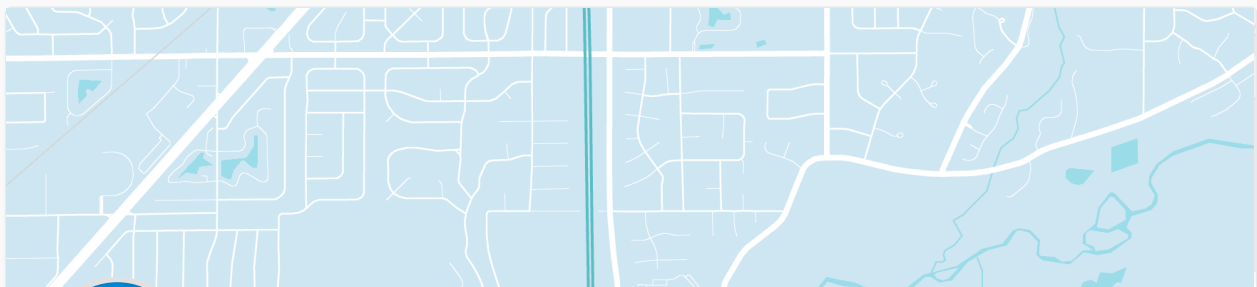
Your approval is required.

Approve

Reject

Skip

Discuss



Applicant

**Chuck Contractor**

📞 617-577-9000

@chuck@bayviewcons...

Top Applicant

Good Standing

Location

**84 South Main Street**

Tax Exempt

Owner

Main Street Partners LLC

### Attachments

📁 Upload File



**Building Plans.pdf**

Uploaded October 13<sup>th</sup> by Chuck Contractor



### Construction Details

Project Description \*

Building a new two-story residential addition 100ft x 50ft.

Type of Property: \*

Residential

Project Cost - All labor and materials. (Including ALL MEP's) \*

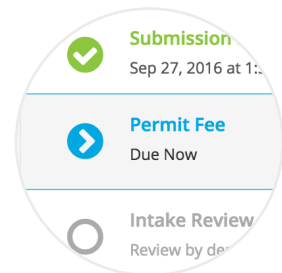
\$ 225,000

# Achieve high performance

ViewPoint Cloud's workflow engine lets you determine the steps that happen once an application is submitted. Whether there are two steps or twenty, the workflow ensures every request goes where it needs to go, exactly when it needs to get there. With automated notifications, activity tracking, and performance metrics, you'll experience a whole new way to work.

## Streamline multi-department workflows

Every record has a workflow where post-submission activity is recorded. Let each submission flow electronically from intake to departmental reviews, automatically assigning to the next available employee. And ensure that no permit is ever issued before all required approvals are complete.

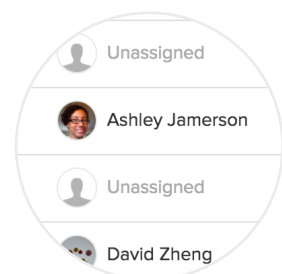


## Approve with a click

When it's your turn to approve, it's easy to make a decision with big, color-coded buttons. If something isn't quite right, you can halt progress and send a message to the appropriate party for resolution. All activity is kept in one central place so nothing gets lost.

## See who's doing what

With approvals reports, you get a bird's-eye view of all active approvals in your department. Easily see unassigned or overdue work. If you need to manually reassign a workload to someone else, just click and type a new name right in the report. The new reviewer will automatically be notified.



# 5x faster

Communities who switch to ViewPoint process permits up to 5 times faster

## Permit Fee

Processing will proceed upon payment.



Credit Card  
\$14.46 processing fee



Cash/Check  
No processing fee

Permit Fee	\$400.00	×
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Planning Application Fee - Flat Fee by Property Type	\$50.00	×
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+ Add Fee...

<b>Total Fee Amount:</b>	<b>\$450.00</b>
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<b>Total Due:</b>	<b>\$450.00</b>
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Pay

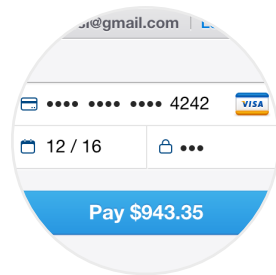
[Waive Payment](#)

Say something about this...

Comment


# Automate revenue collection

Automatically calculate fees with ViewPoint Cloud by building fee schedules into your workflows. Let citizens pay anytime, anywhere with a credit card, and easily reconcile all transactions daily with the accounting features. It's full-cycle revenue management, integrated right into your processes.



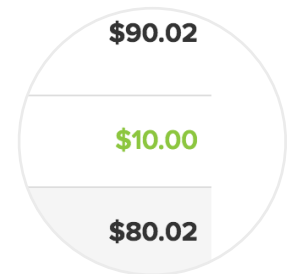
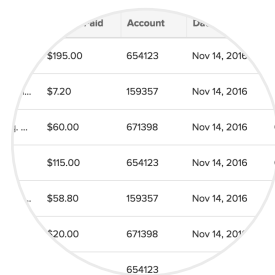
## Accept online payments 24/7

In addition to cash and check payments, enable anytime online payment via credit card or eCheck so applicants can pay without coming into City Hall. Online payments are built right into ViewPoint Cloud, so there's no need for a merchant account. (You can keep your existing credit card infrastructure at the cashier's office, if applicable.)

 ViewPoint Cloud supports Apple Pay

## Automate fee calculation

Reduce errors and simplify fee collection by having ViewPoint calculate fees automatically according to your schedules and application content. Authorized users can override automatic calculations, and you can build next year's fee schedule in advance without disrupting operations.

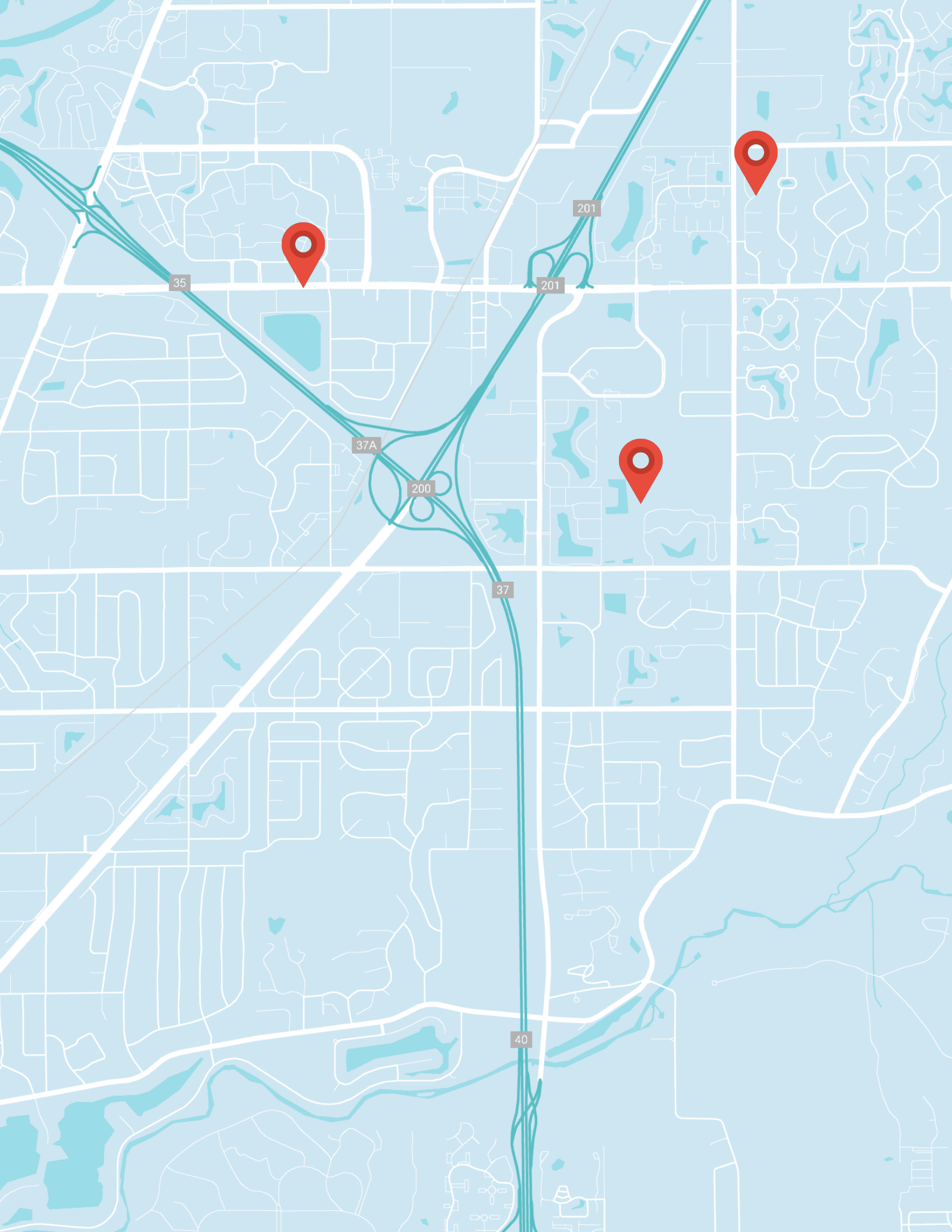



Amount	Account	Date
\$195.00	654123	Nov 14, 2016
\$7.20	159357	Nov 14, 2016
\$60.00	671398	Nov 14, 2016
\$115.00	654123	Nov 14, 2016
\$58.80	159357	Nov 14, 2016
\$20.00	671398	Nov 14, 2016

## Reconcile with accounting

The built-in ledger records all payments and refunds with their corresponding general ledger account, letting you easily import transactions into your finance and accounting system. An optional integration can automate your daily import.

**With ViewPoint Cloud, there's no need for an online merchant account – online payments with direct deposit are built right in.**

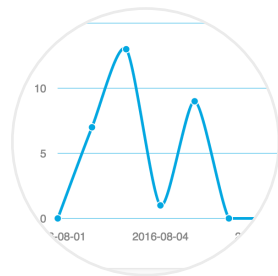
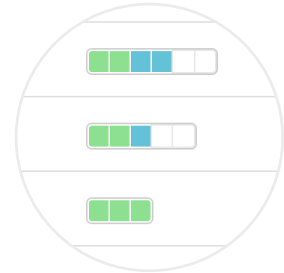


# Gain powerful data insights

Understand departmental performance like never before with ViewPoint Cloud's built-in analytics engine. With progress reports, graphs, and performance metrics, you'll always know how things are going and what's falling behind.

## Track progress at-a-glance

Record status reports let you see the status of all applications in real-time. See what was completed and what's still in progress for any given timeframe.



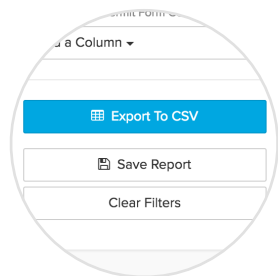
## Explore trends over time

Built-in graphs let you see permit and inspection counts throughout the week, month, or any timeframe you choose. See when the busiest and quietest times of the month were, and be prepared when requests spike.

## Measure departmental performance

Examine approval times for each process and take action to reduce bottlenecks. Easily report on departmental activity and track progress as average processing times decrease with process improvements.

Completion Date
Nov. 17, 2016
Nov. 17, 2016
Nov. 16, 2016



## Build, save, and share reports

Use simple built-in reporting tools to configure the reports you rely on every day. Save them for later use, or export them to Microsoft Excel for advanced customization. Share reports with others to make sure everyone is always on the same page.





# Digitize plan review

Replace rolls of paper plans with a fully-digital plan review process. With the right hardware, software, and ViewPoint Cloud, your team can receive, review, and collaborate on plans and then communicate changes to the applicant.

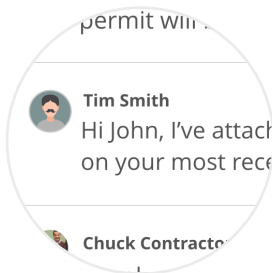
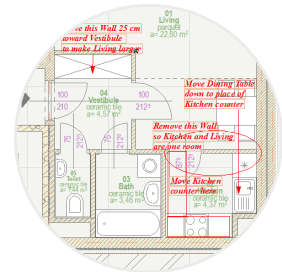


## Receive and manage plans electronically

Let applicants submit plans electronically during or after initial submission. Manage plan revisions right from ViewPoint Cloud's built-in document management.

## Markup, comment, and revise

Use Adobe Acrobat, BlueBeam Revu, or any other document markup tool to draw, comment, and markup plans either individually or with others on your local network. Then upload back to ViewPoint to share with the applicant. All stakeholders are automatically notified when new plans are attached.



## Collaborate on plan changes

Message applicants from right within the platform to communicate about plan revisions. Keep all correspondence in one place to make sure everyone is on the same page during the plan review process.

**NEW**

**ViewPoint recommends the Microsoft Surface Studio for immersive on-screen electronic plan review**






28164 + Add to a project

Building Permit – Residential Permit ✓ New Official Permit Issued

### Inspection (Initial/Footing/Framing)

 Alex Pajusi

 November 14, 2016

+ Add Inspection

☐ Framing remove

Pass

Fail

☐ Masonry remove

Pass

Fail

☐ Fire and Draftstopping remove

Pass

Fail

☐ Swimming Pool remove

Pass

Fail

☐ Initial remove

Pass

Fail



Initial

Reinspect

Failed on Nov 14th 2016, 2:51 pm by Alex Pajusi

Fail due to inadequate safety measures onsite. Follow up in 14 days



Footings

Reinspect

Passed on Nov 14th 2016, 2:51 pm by Alex Pajusi

Say something about this...

# Streamline inspections

Simplify schedule management and reduce manual data re-entry with ViewPoint Cloud. Let citizens request the date of their inspection according to your availability, and let ViewPoint Cloud automatically assign the next available inspector. And with the capability to conduct inspections on a tablet, your inspector's workload just got a lot lighter.

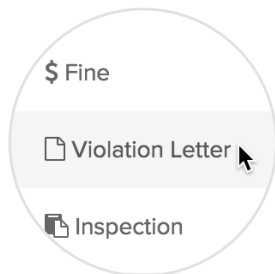
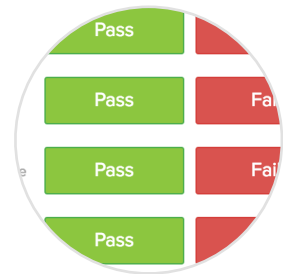


## Enable online inspection requests

When it's time for an inspection, let citizens request the date they prefer. Assign inspectors manually, or automatically. And if there's any need for a date change, the applicant will automatically be updated via email.

## Conduct inspections on a tablet

Save time during inspections by digitally recording results with an onsite tablet. They'll be immediately available within ViewPoint Cloud, and the applicant will be able to view the results.



## Issue letters and take action in the field

In one click, authorized inspectors can issue letters of violation, certificates of occupancy, fines and fees, and additional requirements. ViewPoint Cloud puts the full power of the workflow engine in your field operations.

# 50,000 inspections

ViewPoint powers over 50,000 digital inspections annually

28268

+ Add to a project



## Citizen Complaint – Exterior Maintenance

### Verification of issue and assignment

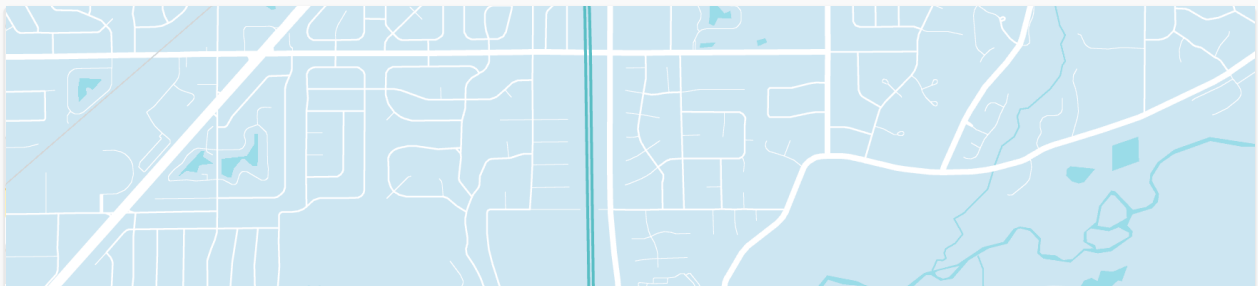
Your approval is required.

Approve

Reject

Skip

Discuss



Location

**900 Southeast Douglas Avenue**

In Violation

Owner

Michael Smith

### Attachments

Upload File

jpg

[Unkempt lawn.jpg](#)

Uploaded November 10, 2016 by Carl Anderson



### Details on issue

Provide a written description of the violation

Description of Violation \*

Neighbor's lawn is unkempt and full of trash

List any steps taken by you to remedy the issue

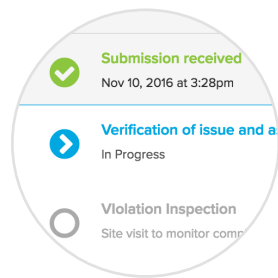
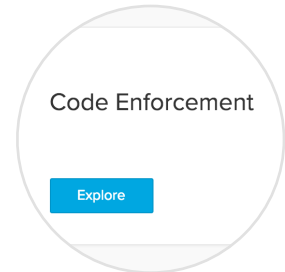
Have you contacted the violator? \*

# Manage code enforcement

Code enforcement and permit staff can finally get on the same page with integrated operations in ViewPoint Cloud. See the full permit and violation history of any property, manage violations internally, and let citizens submit complaints anonymously online.

## Accept online complaints

Citizens can submit complaints online right from the Storefront, the same place they find all other online services in ViewPoint Cloud. You can enable either named or anonymous complaints, and decide the level of follow-up after the fact.

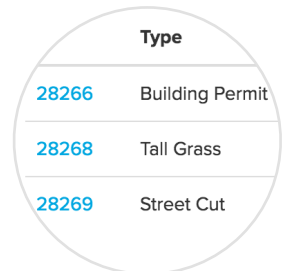


## Manage field and office operations

Handle internal actions and field inspections on code enforcement cases from a centralized workflow. Ensure procedures are followed and record all action taken on a case. And issue letters, fines, and follow-up actions.

## Get the full picture of any property

See the full history of permits, licenses, inspections, and code violations on any property from a centralized profile page. Get owner info and even see street-level imagery of the property, where available.

A circular graphic containing a table with three rows of property history data.

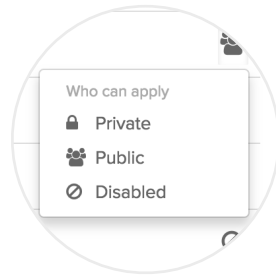
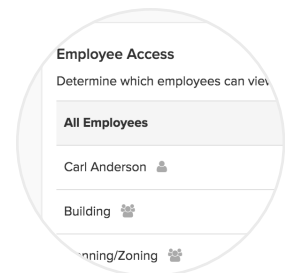
Type	
28266	Building Permit
28268	Tall Grass
28269	Street Cut

# Control and audit system access

ViewPoint Cloud's granular user access architecture lets you fine-tune user access by permit or license type. In addition, you can determine what aspects of your operations are visible to the public, and which are restricted. With the built-in activity log, all actions are logged in a central place for easy auditing.

## Determine granular user access rights

From each permit or license type's settings, you can determine which users or groups can view, edit, and administer records of that type. In addition, you can dictate who has authority to approve any step in a permit's workflow.



## Determine public access

ViewPoint Cloud is built for public access, with high security in mind. For each permit or license type, decide whether the public can apply online, and whether the public can view records of that type.

## View logs of all system activity

Every action in ViewPoint Cloud is recorded in the Activity Log. Administrative users can access this log at any time and filter by activity or record to see who is doing what, and ensure full compliance.

