



CUSTOMER PROFILE

CUSTOMER	City of Medina, Ohio
POPULATION	26,000
THE CHALLENGE	Contractors and residents had to speak to multiple departments that operating in silos. Limited budget to upgrade to networked computer technology.
THE SOLUTION	BasicGov web-based software for planning, permits & inspections, and code enforcement.



Four years ago the City of Medina initiated hiring a Planning Director and an Economic Development Director to improve processes and services to citizens. This involved bringing in leadership to help the City manage as they transitioned from a residential growth phase to attracting industry while preserving the high quality liveability of the City.

Greg Hannan, Director of Planning & Zoning, was one of the Directors hired and he quickly realized that the three departments - Planning, Building and Engineering - needed a way to work collaboratively and that not having networked computers was a problem. They researched software options and with the help of an IT consultant they chose BasicGov because it was web-based, good for multiple departments and payment involved monthly subscription without upfront capital costs.

The City of Medina implemented BasicGov Planning, BasicGov Permits & Inspections and plans to start using BasicGov Code Enforcement module in the near future.

"With BasicGov software we have a collaborative system so there is only one central process for contractors or residents to manage city planning, building permits, inspections and related other work," said Greg Hannan.

As part of an improved internal process, the departments meet weekly to go through project reviews and use BasicGov reports to show status, progress, and issues.

For more information about City of Medina, Ohio (voted top 100 most liveable cities in America) go to www.medinaoh.org.

For more information about BasicGov products go to www.basicgov.com/products.

"BasicGov software puts us in a good position to efficiently manage our community and deliver on our plans to redevelop, preserve housing stock, maintain property, preserve history and develop industry."

Greg Hannan, Director of Planning & Zoning

Benefits of BasicGov software for the City of Medina include:

- Departmental Collaboration
- Centralized access for contractors and residents
- Permanent records of activity and documents
- Improved customer service
- Centralized, searchable information
- Extensive reporting for internal use
- Packaged revenue reporting to State
- Faster project completion