



CUSTOMER PROFILE

CUSTOMER	City of Ocean Springs, Mississippi
POPULATION	17,000
THE CHALLENGE	Upgrade permit management process from Microsoft Access to more comprehensive, faster system with extensive reporting capabilities.
THE SOLUTION	BasicGov web-based software for permits & inspections for faster response and reporting.



Ocean Springs is located in the heart of the Mississippi Gulf Coast on the eastern shore of Biloxi Bay. Like the rest of the Mississippi Coast, Ocean Springs was severely affected by the strong wind and huge surge of Hurricane Katrina. Today the City is rebuilding, preserving historical buildings, parks and green areas and adding commercial districts.

The City of Ocean Springs' Community Development & Planning Department has seen a significant increase in permits and inspections volume as a result of the devastation caused by Hurricane Katrina, whether replacing shingles or rebuilding a lost home. In addition to rebuilding the City, they are also busy with hospital renovations, two new subdivisions and other commercial additions.

To keep up with the demand they turned to software and implemented BasicGov Permits & Inspections. In less than two months, Building Clerks, Theresa Dobbs and Jan Yarborough, were up and running on the new system. The web-based software, accessible by multi-departments, allowed the entire department to move to laptops for more mobility in the office or out in the field.

The team processes on average 99 permit applications or renewals per month and are very confident they can keep up with the volume using BasicGov Permits & Inspections. If Theresa or Jan has a question, they simply call BasicGov support and within minutes they find the help needed.

Visit www.OceanSprings-ms.gov for more information about City of Ocean Springs and for more information about BasicGov products go to www.basicgov.com/products.



"BasicGov allows us to work faster. With BasicGov we can process a new permit application for a renovation or a remodel in a day and before it took us four days or more."

"With our old system it took one-two weeks to build summary or analysis reports and now with BasicGov software it takes five minutes."

Theresa Dobbs, Building Clerk, City of Ocean Springs, MS