DigEplan

Integrated electronic plan review

Case study
Gemeente Goes

Minimising Planning Administration and Increasing Productivity with DigEplan

Facing one of its biggest ever planning permits, which comprised of 170 supporting documents, city and municipality Goes, in the Netherlands, would have faced a significant administration task without the support of plan review app DigEplan.

Goes is located in the southwestern part of the Netherlands and has more than 30,000 citizens. The municipality introduced DigEplan in 2012 to work alongside its government vendor platform BCT Corsa, to create a more robust and productive digital planning process.

Outdated, cumbersome paper-based process

Prior to DigEplan, Goes' plan check process was paper-based, which required every document to be manually reviewed, stamped and signed. This dossier of documents was past to multiple people who were required review and sign the documents.

Marco van Antwerpen, Application Manager, Goes explained: "Often, the dossier was not available as it was taken to the building site, or papers got lost, or mixed up. This was extremely time consuming as you had to request new papers or wait for the dossier to return to the office."

For every case, three sets of permits and the supporting documents had to be created, all which needed to be individually stamped and signed. One set was sent to the applicant, one used for inspection, and a third which was scanned for archiving.

"If a document was altered or updated, after the sets of permits were complied, often the newer, replacement document did not end up in all three of the sets.

"The Chief Executive/Department Manager also had to sign off and stamp each permit, on every document. This could be over 100 documents, each done three times, which was a significant amount of time spent on an administration task by a higher paid staff member," commented Marco.

"In the 170 document permit case, this would have created 510 individual documents to sign off, if we had not DigEplan in place. Then 170 documents to scan, for that one case alone."

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Productivity raised by reducing admin

With DigEplan in place, all staff members, including the Chief Executive, who are required to sign off on permits can utilise batch intelligent stamping. DigEplan then automatically applies the stamp to each individual case document, sheet or defined pages.

All the documents remain digital, eliminating the need for scanning for archiving purposes. Marco explained: "Productivity gains have been significant as a result of DigEplan, as with one-click all conversions, PDF/A records are created, and stamps applied."

"Moving to digital services, reductions in time intensive and repetitive tasks have been complemented with more collaborative working practices. DigEplan has seamless integration into our permits systems, Squit XO, so documents can be directly opened in DigEplan. Multiple users can instantly view plans at the same time, adding comments and assessing changes, increasing productivity.

"Better decisions are made as the comparison tool allows us to compare drawings to clearly identify any differences. This ensure that changes are not overlooked. Using paper, a change could easily be missed, but DigEplan highlights the differences between previous versions, catching all the changes, so you can ensure that something that you did not want to happen, doesn't," added Marco.
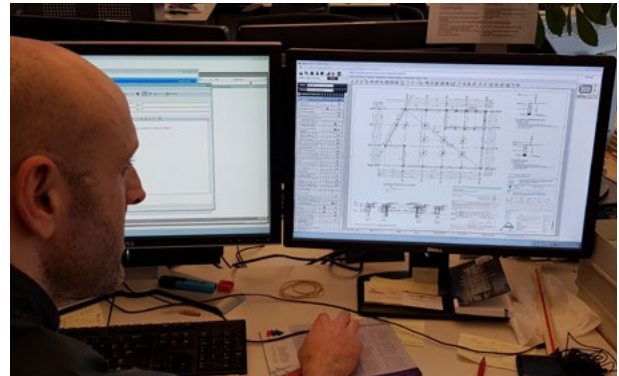
"DigEplan helps us to process the permit efficiently. The ability to measure lengths on the drawings is very useful. And training of new users is easy, after a short instruction, they can use it, no problem."

Seamless integration to BCT Corsa

DigEplan is integrated into Goes government vendor platform, BCT Corsa. Before DigEplan, the signing book took one to two days, as the signing had to take place and then the document scanned back in. With DigEplan, the process is much quicker and removes the wasted scanning process.

"The plans and supporting documents can be opened from within Corsa or DigEplan and you can view all related documents. The process is converted to an automatic workflow, so gets added to individuals task list. All the dates are recorded – what date it was signed, the date it was sent to the customer, all form within DigEplan."

Working alongside the Document Management System (DMS), DigEplan enables efficient working. "Going quickly, straight away to the plans and documents from the case. The search function is also integrated from DigEplan back to Corsa which again saves time," added Marco.

DigEplan supporting tomorrow's municipalities

DigEplan continues to develop its digital services to support cities and municipalities, Marco is confident that new features will support Goes needs. "One thing in the near future that we are implementing with DigEplan is Personal Internet Page (PIP). This enables applicants to view and download documents from PIP, automating the process.

"Currently, an email is sent to the applicant, but with PIP, one-click and DigEplan does it all for you, so it will be much faster. It is a more effective way for us to manage this process, as before we had to compress the file and send out an email, or send prints in the post.

"New functions in the next version of DigEplan Cloud, sorting, groups, meta data, will help us to do an even better job."

With its efficient digital services, DigEplan has enabled Goes to significantly increase the productivity of its staff, removing the burden of admin-intensive, repetitive tasks and maximising collaboration.

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Interested in seeing a demo?
Get in touch with the
DigEplan team today.

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DigEplan | Integrated Electronic Plan Review

DigEplan delivers a proven integrated electronic plan review solution that can save significant time and resource by eliminating cumbersome paper-based plan reviews and inefficient desktop applications.

DigEplan is embedded in your existing government platform system, offering a simplified, easy-to-use solution that improves efficiency and planning application service-levels.

Digital audit trail

Improve the decision data trail with version control and individual-specific intelligent stamps that are digitally stored in the system of record.

Simple, integrated user interface

Retrieve, view, amend and approve all plan reviews efficiently from a simple user interfaced, integrated into your existing workflows and screens.

Empower informed decisions

Clear plan comparisons, correction comment review, easy measurements, simultaneous review, and close out to ensure informed decisions are made.

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