



## Case Study

# Accela partners with Achievo to build e-government wireless solution

### Customer

Accela, the leading provider of government automation software solutions that connect citizens to services

### Demand drives customized wireless solution

Accela's enterprise systems and software solutions manage critical public sector applications for permitting, planning, licensing, public health, emergency response, and many other processes for government agencies.

Accela's customers include government building and planning departments that are responsible for issuing and approving building permits - typically a long, detailed process. Delays often occurred when field inspectors went to building sites to perform and approve inspections. After recording detailed information during their review, the inspectors had to wait until they returned to the office to enter the information into the agency's database. Under a heavy workload, this update would often take days or weeks, resulting in unhappy applicants facing long delays.

While their products already automated and streamlined this workflow, Accela saw an opportunity help these agencies meet demand for speedier processes. The objective: develop a comprehensive wireless solution that enables field inspectors to access and transmit information remotely, using handheld mobile devices.



*We found that by working with Achievo we were able to quickly boost our production capabilities, significantly reducing our time-to-market with new products, updates and upgrades. The Achievo team is well trained and experienced, has strong team leadership, and effective quality assurance. Most importantly, we have realized a substantial savings in costs.*

Richard E. Morrey  
CTO, Accela



### **Accela partners with Achievo to quickly add engineering depth**

Recognizing that developing the solution would require a significant engineering effort, Accela turned to Achievo to augment their in-house engineering team. Accela had already scoped out the project and prepared the technical specifications, relying on Achievo to provide a talented engineering team that could quickly and efficiently take care of all back-end work.

Based on Accela's technical specifications, the Achievo team executed all programming, coding, and testing of the product. To ensure the fastest possible time to market, daily communication and project updates were facilitated via a shared project management website as well as instant messenger, video conferencing, IP phones, and WebEx sessions.

### **Development time, costs cut dramatically**

By outsourcing programming, coding and testing for this wireless development project to Achievo, Accela was able to immediately staff up its engineering team, cutting development time by 40%, and development costs by 50%.

Accela Wireless has subsequently become a successful addition to the company's product line, leading Accela to transfer most of its development and support for their strategic software product lines to Achievo.

### **About Achievo corporation**

Achievo Corporation is a leading provider of software outsourcing and information technology services to a global client base primarily through its regional offices in Japan, North America, Europe and Greater China. All seven of Achievo's delivery centers in Asia are ISO/IEC 27001:2005 certified, of which two are also ISO 9001:2000 certified and another is CMMI level 5 certified. In addition, Achievo's facilities in Germany are ISO 9001:2000 certified. With expertise in diverse technologies including Java/J2EE, .NET and embedded platforms, Achievo offers improved efficiencies, scale, diversification, and a skilled talent pool to deliver cost-effective, client-centric, and scalable IT outsourcing services to clients worldwide. Headquartered in the San Francisco Bay Area, Achievo has offices in the United States, Canada, Germany, China and Japan. For information on the company and its services, visit <http://www.achievo.com>

