

# Arlington, Massachusetts, Relieves Bottlenecks with OpenGov Digital Permitting, Licensing, and Inspection Software

*Paper and in-person processes were causing bottlenecks in the Town of Arlington, MA. OpenGov digital permitting relieved the pressure for staff and customers.*



MASSACHUSETTS, UNITED STATES,

April 27, 2023 /EINPresswire.com/ -- Officials from the Town of Arlington, MA, are hoping to relieve bottlenecks caused by manual processes now that they have partnered with [OpenGov](#), the leader in modern cloud software for our nation's cities, on digital permitting, licensing, and inspection software.

The Town, a northern suburb of Boston, needed innovative solutions in the areas of permitting, licensing, and inspections. Paper processes and PDF applications were just the tip of the bottleneck iceberg. Town staff also dealt with in-person payments, handwritten signatures, and ambiguity with inter-department workflows. COVID-19 heightened the staff's awareness of these issues, since in-person interactions were especially challenging during that time. Leaders not only wanted to lessen staff's health and safety risk, they also wanted to increase efficiency and transparency. They found everything they were looking for in [OpenGov Permitting & Licensing](#).

With OpenGov Permitting & Licensing, staff can do away with paper and PDFs as they design forms and workflows using the software's automated online platform. With faster processes and less room for error, staff will raise the bar on efficiency and productivity. Plus, staff from multiple departments will be able to collaborate within the platform at the same time. The need for in-person interactions will be cut significantly as customers will be able to log on to an easy-to-use self-service portal to submit and pay fee needed permits and licenses. Customers can even log on to request inspections. In-the-field inspectors will then be able to record results and upload photos from a mobile device for applicants to view online.

The Town of Arlington joins more than 1,600 public sector organizations leveraging OpenGov to revolutionize work processes with cloud-based software designed specifically for the needs of government.

## About OpenGov

OpenGov is the leader in modern cloud software for our nation's cities, counties, and state agencies. With a mission to power more effective and accountable government, OpenGov serves more than 1,600 agencies across the U.S. and is built exclusively for the unique budgeting, procurement, asset management, and citizen services needs of the public sector. The OpenGov Cloud makes organizations more collaborative and efficient and enables best-in-class communication with stakeholders and community.

Steph Beer, Senior Director of Communications

OpenGov

[email us here](#)

---

This press release can be viewed online at: <https://www.einpresswire.com/article/629979514>

EIN Presswire's priority is source transparency. We do not allow opaque clients, and our editors try to be careful about weeding out false and misleading content. As a user, if you see something we have missed, please do bring it to our attention. Your help is welcome. EIN Presswire, Everyone's Internet News Presswire™, tries to define some of the boundaries that are reasonable in today's world. Please see our Editorial Guidelines for more information.

© 1995-2023 Newsmatics Inc. All Right Reserved.