

The Impact of Positive Relationships with Your Software Provider



Explore how Meriwether County in Georgia enjoys Cloudpermit for efficient and simple community development.

Relationships are an essential part of choosing the right community development software provider.

Georgia's [Meriwether County](#) used to have an on-premises system.

Its team wanted to move land management processes online. After speaking with one of Cloudpermit's Sales Managers, they felt confident in their decision.

"I had the opportunity to connect with Cloudpermit's team at various code enforcement conferences," shared Cassandra Sharpe, Director of Planning, Zoning, and Community Development for Meriwether County. ***"I appreciated the Sales Manager's approach - he never pressured me into choosing their software. His informative and friendly approach made me feel comfortable and I enjoyed our conversations."***

When Meriwether County decided to invest in new, cloud-based software, Cloudpermit was

the first choice. With an existing relationship with a Sales Manager and competitive pricing, it was a clear choice for their team.

"I've had great experiences with everyone from Cloudpermit," Sharpe said. ***"It was our first time working online, so everything was new to our team, and everyone has been so helpful to us. They listen to my suggestions and answer my questions without making me feel silly."***

Now, the community in Georgia enjoys online building permitting, code enforcement, and business licensing.

Part of the motivation for moving processes online was to protect data.

"We wanted better security for our important data," Sharpe explained. ***"In case of events like a fire or flood, we could lose our files. The cloud provides extra security by protecting our information."***

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Data is not only more protected but also more accessible now. Previously, with Meriwether County's on-premises system, builders could not access their information or apply for permits online. Now, users can apply for building permits, make complaints, and renew business licenses without needing to visit the office.

"I used to write and send postcards to every business when their license was up for renewal," she said. "Now, Cloudpermit automatically notifies business owners when they need to renew their business license. They can even renew their license online. This will be a huge time-saver and help for our team."

Meriwether County recently added the business licensing solution to its toolbelt. Before that, they were using online building permitting and code enforcement.

"Going live with business licensing was a breeze because we already had other solutions online. Cloudpermit's solutions share a similar setup and functionality. So, once you understand how to use one solution, it's easy to pick up the others."

Cloudpermit configures its solutions to the specific needs of each government for a smooth transition.

"We didn't have to adjust to how other governments use Cloudpermit," Sharpe explained. ***"Our software provider designed our online forms***

using our paper forms. So, now we use processes that work for our team in a more efficient way."

Sharpe attributes the software's user-friendliness to a straightforward implementation process that includes access to a unique training environment.

"We practiced using Cloudpermit in our own training environment before going live," Sharpe explained. ***"It made us feel more comfortable trying out features knowing our actions wouldn't impact our real data. Overall, our learning curve was short."***

The learning curve was also short for Meriwether County's community.

"Applicants used to spend an hour coming to our office for a permit," shared the County's Director of Planning, Zoning, and Community Development. ***"Now, our builders can apply online, and we just need to check their submissions. This not only saves us a lot of time by reducing paperwork but also makes our builders happy."***

Sharpe advocated for other governments to consider online community development software.

She suggested that those hesitant to switch should talk to other governments already using online software. They could be helpful resources as they likely have similar goals and concerns.

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Sharpe has used her own advice and paid it forward to other governments.

“I remember being at a conference where another government was curious about Cloudpermit,” she concluded. “So, I showed them how it works on my laptop on the spot. It’s great to rely on your government community and build positive relationships with your software provider to feel at ease.”

To discover how moving community development processes online can make it easier to access information and protect your data, [book a demo](#) with us today.



Cloudpermit provides community development software. We offer simple and online software solutions for building permitting, business licensing, planning & zoning, and code enforcement.



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