



About MaintStar

MaintStar is a leading-edge developer of software solutions for managing community development and asset maintenance management systems (CMMS).

Solutions include applications for Permit Management, Project Submittal Tracking, Code Enforcement, License Management, External Community Portal Management, Mobile/Field Access, Payment Processing and GIS Integration. MaintStar has been serving the needs of government municipalities for 30 years. MaintStar offers a complete range of services including training and implementation, project management, interface development, data conversion, business process review, and on-going technical support. MaintStar offers the delivery of its applications through various mediums including traditional installation to Agency servers, deployment through the Cloud and SaaS models.

Lansing, IL: Village implements new community development software

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For the past twenty years the Village of Lansing has been running the majority of its permitting, Code enforcement and most of its Community Development Management Needs on a paper-based system. The Village issues approximately 2,000 permits and 1,500 Code Enforcements and Violations per year. The population of the Village is about 28,000.

When Lansing's Building Commissioner T.J. Grossi started on 1/15/13, one of his first priorities was to streamline many of the Villages city services using new technologies. Within a three-month time frame Lansing went live with Maintstar which replaced a 20-year old Building services Inspection program.

MaintStar's Permits and Inspections module is used for issuing, filing, and tracking permits as well as requesting and completing inspections. MaintStar enables office staff, inspectors, and the Chief Building Official to share the same body of knowledge, reduce data entry, and provide better service to its citizenry. Notifications of all types are sent from within Outlook to inside and outside of the Village office for improved communications. MaintStar is built using the latest .NET technology, completely integrated and is 100% web-based, allowing users to retrieve and update information from the office, at home on site, or in the field. The File-Based design of MaintStar's Community Development Management System enables users' efficient and convenient access to Project information. One screen provides users instant access to relevant project information such as Contacts, Permits, Inspections, Workflows, Invoices, History and more.

1-Click provides immediate and detailed information for this file including Contacts (architect, contractor, owner, etc.) and Alerts (flashes red with Alert status). The system automatically links other files with the same address.

“MaintStar has helped improve the efficiency of our Permit and inspection process as well as our Code Enforcement Violations in our Village.

“We are using Tablets and mobile printers to execute inspections and violations, which has cut down on the need for filing paper inspections and violation notices, and have allowed our Officers to spend more time in the community.”

One of the reasons Lansing selected MaintStar was that the system is highly customizable, scalable and easy-to-use. MaintStar has enabled Lansing to progress and grow into additional modules with minimal disruption to the every-day business processes of the Village.

Benefits to Lansing include:

- Improved turnaround time for development-related project and permit applications
- Increased accuracy and consistency of application processing to ensure quality and customer service
- Improved staff productivity by reducing time lost in researching status and project history and improving accessibility to information
- Enhanced customer satisfaction by streamlining the application process and providing access to services online
- Improved communication and information flow among departments
- Reduction in legal exposures by keeping accurate logs of project, inspection and permit history
- Access to the creation of built-in reports and ability to create Ad-hoc reports with a built-in wizard

Village implements new community development software

By John A. Banuelos

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For further information about MaintStar and the Community Development System, please contact John A. Banuelos, Director of Business Development by calling 800.255.5675 ext. 215, email at john@maintstar.com , or by visiting www.maintstar.com.