

Salt Lake City



Customer

Salt Lake City is the largest metropolitan area in Utah. Its government is responsible for an estimated 200,000 citizens within the city and 1.1 million in the larger Salt Lake County region. The Information Management Systems Office is responsible for the public-facing website with the primary goal of becoming a one-stop-shop for all citizen interaction - from a request to fill a pothole to applying for a license. The current business license count is over 23,000.

Industry:

Public Sector & Defense



Challenge

Salt Lake City's Business Licensing was on a legacy platform with a limited online presence. Much of the licensing requests were handled by paper that was eventually keyed into the system. The complexity of the fee structures made this manual process extremely difficult. All follow-ups and questions regarding status or next steps were either managed in person, by phone, or by email. This process was not scalable and did not fall in line with the City's initiative to move to paperless workflows.

Technologies:



Solution

Eagle Creek was selected for its Vlocity and Salesforce technological expertise and custom solutions. Our solution leveraged Vlocity Omniscripts for SLC's license application forms. Vlocity Cards were used to enable self-services, designed to keep the citizens informed of their application status and required inspections. In order to keep maintenance costs low, we ensured the city's development staff were trained and knowledgeable on Vlocity and Salesforce. Today, Salt Lake City realizes the cost benefits of Vlocity and this solution while enabling the technology to other parts of the organization.

Eagle Creek at a Glance

In 1999, Eagle Creek was founded to deliver a technology value proposition that positively impacts your business. We focus on customer-facing technologies – from CRM to App Dev to Mobility – helping our clients succeed in digital business.

We combine on-site expertise with our offsite (but onshore) consultants based in our four technology centers in the upper Midwest.

Through this model, we help you reduce your backlogs while optimizing your IT budget. Achieving this consistent and sustainable way to provision digital consulting capabilities to you has meant investing in America, where Eagle Creek has become the leader in U.S. Onshoring.

Eagle Creek is now an Eviden business.

Contact our sales team at <https://www.eaglecrk.com/contact-us>