S4A IT SOLUTIONS

An Award-Winning Solution that Revolutionized the Issuing of Permits

Thanks to Fusion, the City of Rio De Janeiro realized an **85% reduction** in time to issue permits and saved the equivalent of a **30-story building** in paper.

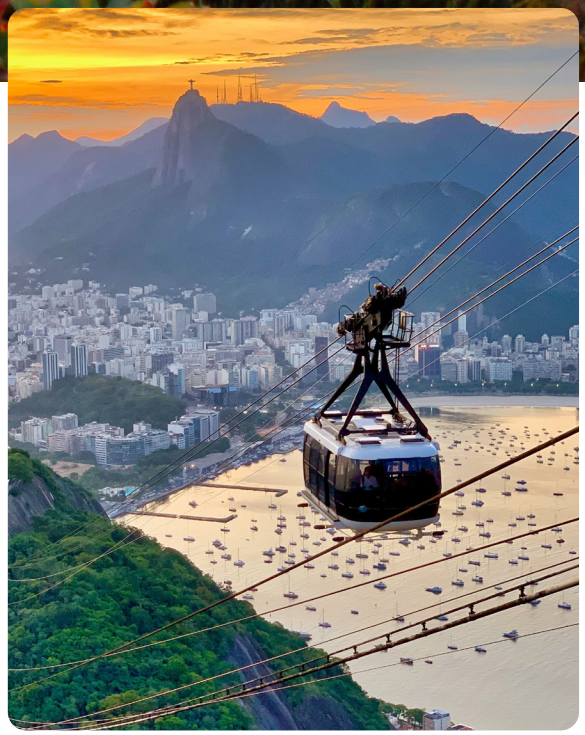
Rio PREFEITURA

> **"Thanks to Fusion, today 45% of permits are issued in 30 minutes and 72% of previous license queries are answered automatically without the need for human interaction."**

We are experts in all stages of your SAP project life cycle, including strategy, implementation, optimization, and maintenance. An alternative to the large Tier 1 consulting firms, our agile, scaleable approach focuses on optimizing and mobilizing SAP enterprise functions.

Discover more at:
www.s4ait.com

Meet the City of Rio De Janeiro



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The City of Rio De Janeiro, Brazil's second largest city and home to over 6 million residents, was looking to reduce their bureaucratic processes and turnaround time when it came to issuing permits. At the time, the average time in Rio De Janeiro to obtain a permit was 54 days, which was almost twice the Latin America average of 29 days. For more complicated permitting activities, the process could take years.

The Challenge

Streamlining Rio De Janeiro's permitting process required an involved review of the entire licensing process for commercial establishments. Any solution would need to support all aspects of the permitting process including site queries and licensing.

"In deciding to bestow Fusion with a Global Award for Excellence in Business Process Management, the judges evaluated how our BPM technology managed to solve, in an innovative way, unique problems. The award recognized that our software had strategic importance for the organization's mission and that it brought an improvement in the institution's positioning."

The Solution

Fusion Platform was implemented and the results speak for themselves:

45%

Today, 45% of permits are issued in less than 30 minutes (down from the previous average of 54 days).

70%

Over 70% of license queries are answered automatically (without the need for human involvement).

1.3M

1.32 million sheets of paper were saved by moving to a 100% online process – the equivalent of a 30-story building

-10

19 regional inspection offices were reduced to nine offices

25%

In the year following implementation, a 25% increase in revenue was realized.

85%

Overall, there has been an 85% reduction in time to issue permits.

The Outcome

Prior to the Fusion implementation, the 11-step permit process would take anywhere from 23 days to several years for complex scenarios. Today the average is 8.3 days, although in almost half of the cases the processing time is less than a half hour.

fusion platform

Interested in discussing how Fusion can improve and accelerate your organizational processes?

Book a demo