

## Jackson Township, NJ



### Population

55,000

### System Replaced

Paper and single-use server-based software

### GP Modules Deployed by Jackson Township

- Vital Records Request
- Marriage License
- No Knock Permit
- GIS Map
- Receipt and Expense Tracking
- Open Records Request
- Judicial Open Records Request
- Resident and Non-Resident - Parking Permit
- Alarm Registration
- Peddlers License
- Hawker License
- Solicitor License
- Dog License

## CUSTOMER CASE STUDY:

### DIGITAL TRANSFORMATION & BUSINESS CONTINUITY

Amid the COVID-19 pandemic, Jackson Township recognized the value of cloud-based government management, and selected an Unlimited account.

### Challenge

Having relied on paper and a server-based system to process and deliver services, and facing the prospect of keeping employees out of their offices during the pandemic, Jackson officials realized that operations and business continuity would be severely impacted without rapid digital transformation.

### Solution

After accessing GovPilot's ten free modules made available during the COVID-19 pandemic, Jackson's progressive officials decided to proceed with GovPilot's full suite of cloud-based modules. Over the course of a month, GovPilot rapidly onboarded seventeen critical modules including a public facing GIS map with custom data layers and a digital Report-a-Concern feature, Public Open Records Requests, No-knock Permitting, and Receipting and Expense Tracking which among other things will be utilized by Jackson to track COVID-19 related expenditures for FEMA reimbursement

### Results

#### Remote Work



Implementation of cloud-based digital forms enabled the Clerk's department to operate remotely while continuing to provide services to residents.

#### 40 hours / Month



Digitized forms and processes save the five employee Clerk Department a week's worth of time every month, to spend on other critical tasks.

#### One Day



Time clerks reported it took to learn and feel comfortable using GovPilot.

#### Two Weeks



Rapidly deployed Clerk's Department modules critical to enabling business continuity and remote work.

- The Clerk's team was enthusiastic during on-boarding and took advantage of GovPilot's Best Government Practice templates across their new modules. Jackson's clerks now have a clear understanding of their workflows and access to seamless real-time reporting.

“ GovPilot saves us a tremendous amount of time. I've been telling the council what a terrific investment it was. We've been able to continue providing services to residents despite having to work remotely. I can even work from my phone! ”

Janice Kristy, Township Clerk/Registrar  
Jackson Township, New Jersey

### For more information

Call 800-491-6732 or  
visit [www.govpilot.com](http://www.govpilot.com)