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Borough of Paramus Strengthens its Green Commitment to New Jersey Residents with Web Services for Citizens

Citizens can now directly communicate 24/7/365 with their town through its new centralized Licenses, Requests/Complaints, Code Enforcement, and Permitting Software

The Borough of Paramus, New Jersey has gone live with Mitchell Humphrey & Co.'s **FastTrackGov**[®] software. The Borough has added several citizen services to its web site, through *FastTrackGov (FTG)*, including a dynamic Citizen Portal. "We knew right away that *FastTrackGov* was the best way for us to stay green and provide the utmost service to our citizens," stated Tony Ljubicich, IT Director of the Borough of Paramus, NJ.

Its on-line citizen services now include the capability of reporting complaints, making requests, applying for licenses and permits, reporting unsafe street conditions such as potholes, paying tickets on-line, scheduling pickups, and requesting legal records and documents.

"Paramus has always been a community driven Borough. By adding these simple on-line tools and applications, citizens can now communicate faster and easier with the Borough. Tracking all of these processes is now easier and more efficient since *FTG* is built on a Microsoft Dynamic CRM platform," states Nancy Brady, Account Executive of Mitchell Humphrey.

Since all businesses in the Borough of Paramus are required to have a business license, occupational license, and professional license, *FTG* has made it convenient for these businesses to apply for or review these licenses on-line. Citizens can apply for garage sale, flea market, landscaping, grease trap, and auction licenses from their home computer, laptop, tablet, or mobile device. Once the application is

submitted, the Borough is immediately notified and can take immediate action. The citizen can then track the progress of their application or license.

FastTrackGov is a suite of products designed specifically for governments to facilitate communication between the government and their constituents. It provides for a completely integrated organization and can be used by county governments, municipal governments, government agencies, special districts, and taxing authorities. *FTG* and the **FTG Connect**[®] Citizen Portal are easy tools for citizens to use to communicate with their local government. To learn more about the *FTG Connect* Web Portal, visit www.fasttrackgov.com.

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About Mitchell Humphrey

Mitchell Humphrey is a longstanding and stable software company that provides application software solutions and services to clients all across North America. Our clients are a diverse group of organizations which includes state and local governments, mid-sized businesses, and service enterprises. As a solution provider, we use technology to enable clients to streamline their processes and make better business decisions.

We attribute the success of the company to the entrepreneurial spirit of our excellent team of Mitchell Humphrey developers, sales representatives, client services consultants, and administrative staff that combine to deliver on our promise to our clients. With our own solution experts tailoring the system to each client's individual needs, we have been able to provide a high quality implementation with the highest client satisfaction ratings. Our clients know that client longevity and solution satisfaction are significant dynamics to our business. We know that providing them with seamless, customizable, and easy-to-use solutions is significant to theirs.

Mitchell Humphrey provides completely integrated financial management, citizen engagement, and community development solutions. Our newest product, FastTrackGov[®], is the result of our extensive expertise in building innovative products for the public sector combined with the cutting-edge technology of Microsoft Dynamics[®] CRM. The result – a full suite of web-based revenue management and community development solutions for a variety of organizations including municipalities, counties, government agencies, special districts, and taxing authorities. Learn more about Mitchell Humphrey by visiting our web sites at www.fasttrackgov.com and/or www.mitchellhumphrey.com.