

WASD Development Services Trimble Implementation

**Overview: SEFLUC Nov. 2025**

# Development Services Trimble

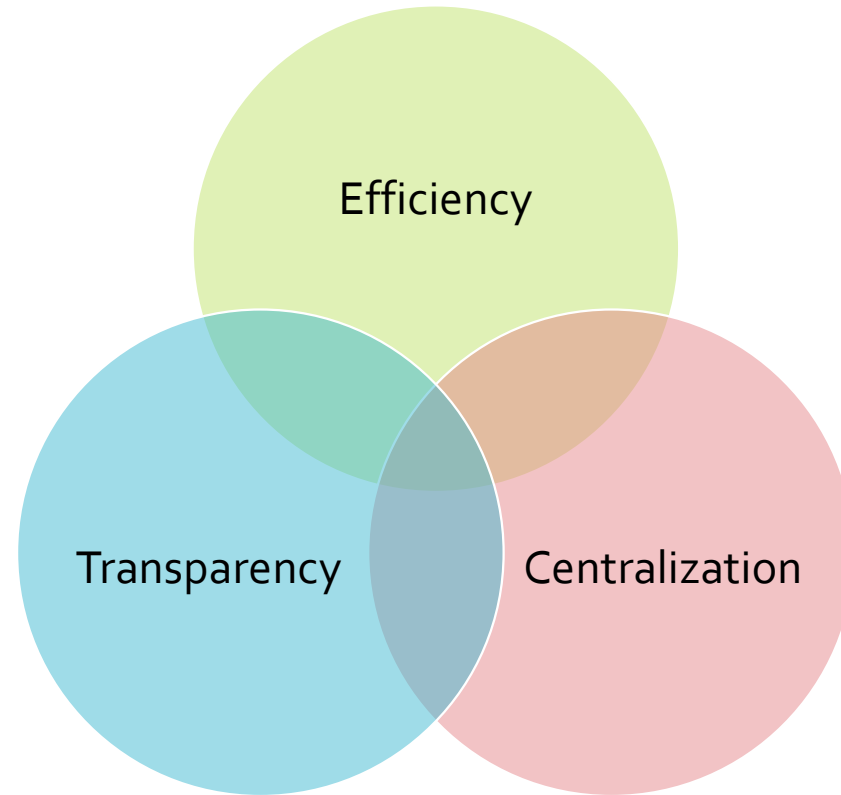
## Before Implementation (Pain Points)



- **Lengthy Process Times (paper reviews, sequential approvals, higher costs)**
  - Paper reviews = slow (5 printed sets per submission)
  - Sequential approvals delayed projects
  - Added costs: printing, storage, customer burden
- **No Unified Information Center (silos, fragmented data)**
  - Data was scattered among different teams, separate data bases, and various software
- **Lack of Transparency (customers & staff waiting on updates)**
  - Customers would need to speak with a live person from the correct team to get updates on their project

# Development Services Trimble

## Purpose



**Stakeholders: Customers, staff, partner agencies**

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# Challenges of the Implementation



- **Documenting Business Processes**
- **Building Digital Framework**
- **Digitizing Workflows**
- **Training & Adoption**
- **Change Management**
- **Plus: migration of historical data, integration, resources, governance**

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# Documenting the Current Business Process



- **Multiple Meetings with process owners**
  - Staff and management
  - Create detailed Maps of all processes including all appropriate steps, staff, and data needed to successfully complete the processes.
  
- **Reaching consensus across stakeholders (Internal/External)**
  - Standardize data collection across all teams
  - Adapt current S.O.P.s to accurately reflect their digital counterpart.

# Development Services Trimble

# Building the Digital Framework



**Trimble is a folder based, role-based system where permissions to stored data and documents are governed by the users' role.**

- **Folder structures (Division Hierarchy) (350+)**
  - Project Stage Folders / Subfolders
  - Individual Process Folders / Subfolders
  - Application / Design / Construction / Close Out
- **Roles**
  - Internal / External
  - Administrative
  - Function (Actors – Reviewers, Clerks, Processors, etc.)
- **Permissions**
  - Role based access

# Development Services Trimble

# Digitizing Business Processes



- **Standardized workflows**
  - Streamline Pathways for steps and eliminate redundancy
- **SOPs**
  - Create accurate instructions and procedures so that all stake holders are aware of what is required of them.
- **Data fields & layouts**
  - Data Fields are the information source within the processes where data is either entered or collected.
    - File Data fields, Radio Buttons (Yes / No), etc.
  - Layouts are the pages where the data is portrayed in a process for a stake holder to view and make inputs on.
- **Performance metrics**
  - Data that is collected within the process to let management know how the process running. (Timeliness, speed, accuracy, etc.)

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# Training & Change Management



**Training is a vital ingredient to the success of the implementation. Training should be done often and from as early as possible once the workflows and digital hierarchy has been completed for each team that is responsible for that process.**

- **Staff and customer training**
  - In person training, webinars, workshops
  - Training Materials – PowerPoints, Hand outs, etc.
    - WASD – all of our processes have a training guide specific to that process that guides all stakeholders on how to use and complete the process
- **Resistance from stakeholders**
  - Staff that has been accustomed to the original business process will provide the most resistance.
    - Overcome with training, patience, and with management team
- **Leadership buy-in essential**
  - United management team will keep the system focused and streamlined.
  - Top Management will be essential in guidance and adoption of the new system from all applicable stakeholders.

# Development Services Trimble

## Additional Challenges



- **Data migration & system integration**
  - Trimble Platform is our source of “Truth”
  - We tried to include as much data as possible from all various silos and software into one platform
- **User adoption & engagement**
- **Balancing customization vs. simplicity**
  - Developers should do their best to keep the workflows as simple as possible for ease of use and clarity.
  - Complicated workflows tend to cause confusion and have an increase in errors.
- **Limited resources and time pressures**
  - Correct number of resources and staff need to be allocated to the implementation for a smooth turnout and transition.
- **Governance & continuous improvement**
  - Business processes change due to changes in laws, ordinances, and internal management.
  - The digital processes must also be updated to reflect these changes.
  - Likewise, development staff must also be looking at ways to streamline existing processes and increase efficiency.

# Development Services Trimble

## Results & Benefits



- **Faster Process Times (parallel reviews, reduced costs)**
  - Reduced process times by about half for all existing business processes
- **Centralized Information Hub (source of “truth”)**
  - All (if not most) of our project data is located on a single platform
- **Transparency (real-time updates, metrics)**
  - All Stakeholders both internal and external (customers) have access to see their projects and their status in real time without having to call in and speak to staff.
- **Cultural Shift (collaboration, customer satisfaction)**
  - Digital Submittals
  - Digital Reviews
  - Multi Agency Collaboration in Realtime
  - All work within the system and processes is reportable
  - Real time reporting and status checks on metrics for individual teams

# Development Services Trimble

## Length & Cost



### **Trimble implementation started in 2017**

- Consultant Developer Team - 5
- WASD Staff – 8

### **Trimble Platform launched on Development Services in 2018**

- Launched with 50 processes
- At Present, we have 67 processes and counting

### **Cost for Development – \$3,601,326.00**

- Consultant Development team and Trimble Developers - **\$1,122,160.00.**
- Cost for Trimble Subscription during initial 6 year contract - **\$1,925,00.00**

### **Current Cost per Year for Subscription – \$485,801.11**

# Development Services Trimble

## Lessons Learned

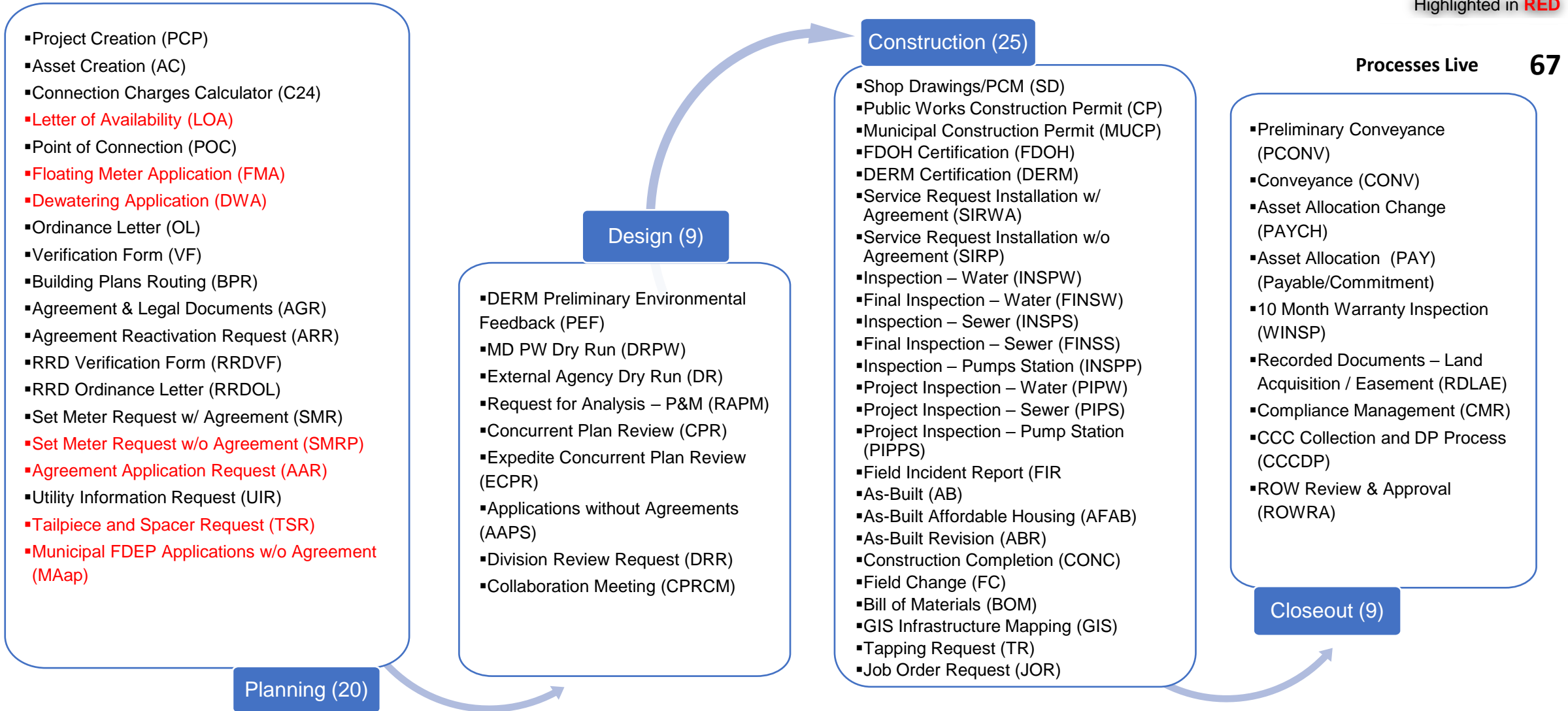


- **Leadership support is CRITICAL**
  - Provides a clear, unified vision of the system and how it should operate
  - Provides top-down enforcement
- **Clear, frequent communication smooths adoption**
  - Emails, workshops, meetings
  - Be present at staff meetings to discuss changes and concerns
- **Training is ongoing, not one-time**
  - Provide clear instructions on current processes
  - Changes to processes need to be communicated immediately.
  - Engage stakeholders in workshops, training sessions, and use all available media
- **Continuous improvement is key**
  - ALL business processes evolve based on environmental and legislative changes.
  - Digital business processes must change to accommodate the new requirements to remain viable and successful.

# Trimble Development Services Processes & Modules

Public Processes  
Highlighted in **RED**

Processes Live **67**



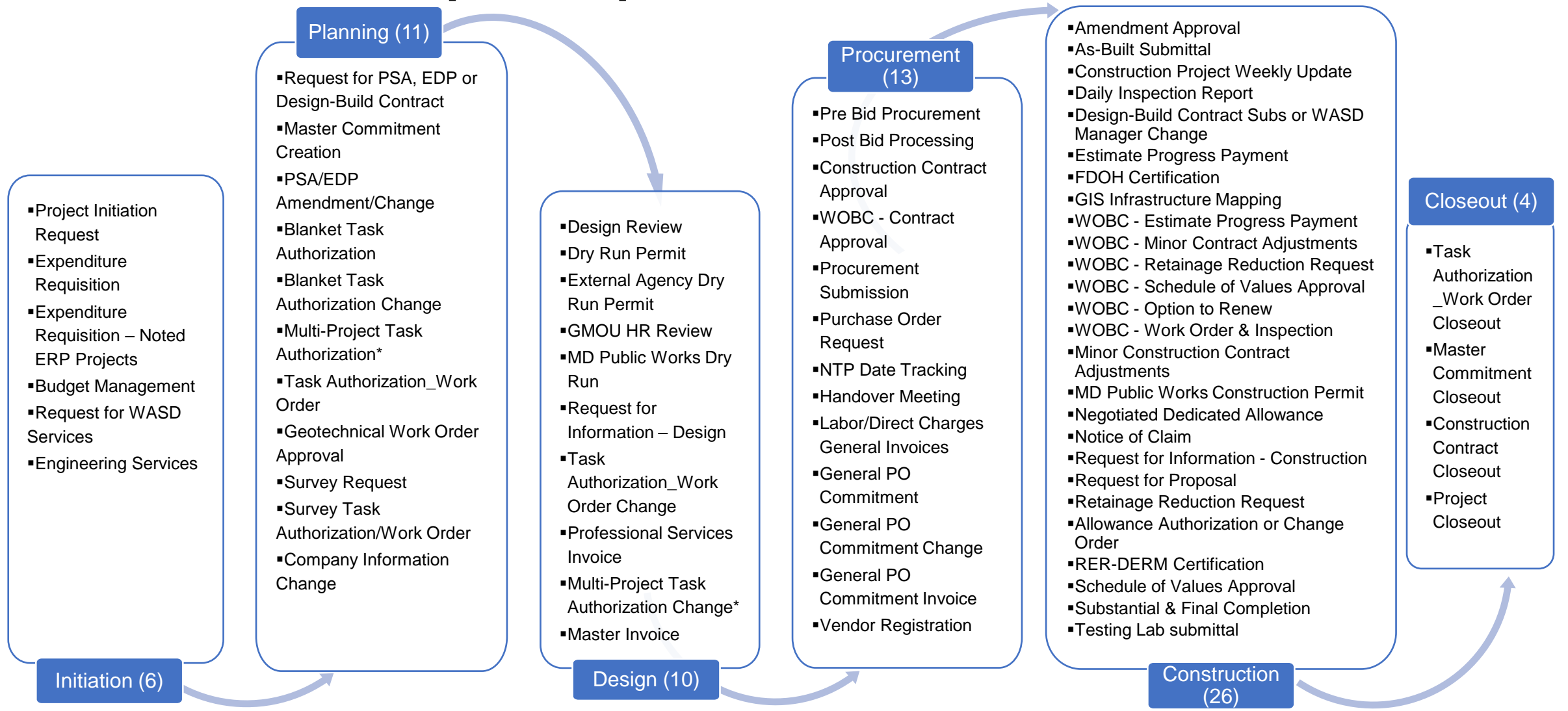
## MISC / Administrative (4)

Desk (HDESK) | User Management Process - External (UME) | Customer Interactions (CINTR) | RCS Complaint & Referral Tracker (CRT)

## Modules

- Projects, Documents, Calendar, Contacts, Setup
- Cost (Commitments, Assets, Refunds to Developers)
- Processes
- Dashboard
- Reports
- Setup (includes Security)

# Trimble Capital Improvement Processes & Modules



MISC / Administrative (2)

Help Desk | Weekly Project Update

## Modules

- |  |             |              |                             |
|--|-------------|--------------|-----------------------------|
| ▪ Projects, Documents, Calendar, Contacts, Setup               | ▪ Processes | ▪ Submittals | ▪ Reports                   |
| ▪ Planning   | ▪ Forms     | ▪ Bidding    | ▪ Setup (includes Security) |
| ▪ Cost (Funding, Budget, Commitments, Actual Costs, Cash Flow) | ▪ Schedule  | ▪ Dashboard  |                             |



# Thank You

