Reimagining Trade Licensing: A Low-Code Approach to Smart City Services

RE.TONE

THE CHALLENGE

A City Council managed trading licences through paperwork, spreadsheets, and disconnected legacy systems. Registering, issuing, inspecting, and billing were all manual, making the process time-consuming and hard to track. Field inspectors couldn't access data while on-site, making compliance checks harder.

There was also lack of visibility into performance, with no KPIs or insights to support monitoring, benchmarking, or informed decision-making.

THE SOLUTION

re.tone developed an all-in-one Mendix app that offers mobile access and uses collected data to deliver actionable insights into the relevant processes.

Dashboard for visualization of KPIs and Data

Automated generation of reports

Georeferencing for Locations of issued licences

ONLY 2
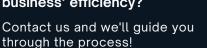consultants needed to develop and deliver an MVP

20% PROFIT
increase forecasted, due to faster lead times and improved monitoring

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"Simple features, like georeferencing locations or making the graphs used in the dashboard, would take weeks to create from scratch with Traditional Development. With Mendix we developed an MVP in the same amount of time."

Mendix Expert

Want to revolutionize your business' efficiency?

Contact us and we'll guide you through the process!

KEY POINTS

1

Centralization of Data

All data is now consolidated into a single secure database, no longer at risk in multiple instances of spreadsheets and files in different computers. Inputting data, billing and issuing licences can be done within this one app. Centralizing all data also enables the presentation of relevant and accurate KPIs.

2

Mobile Access

This app can also be used by officials on their tablets while on the go. One of the features users find most useful is the ability to take pictures with their device, which are then automatically linked to the licence holder's file as proof of compliance.