SEP TECHNOLOGY CONSULTING
Strategy . Execution . Personnel

Managed Accela Application Services

Spend less time managing your system.
Spend more time serving your community.

SEPTech provides managed application services for Accela environments, handling day-to-day monitoring, administration, enhancements, and optimization. Our team ensures your system continues to evolve to support your operations long after go-live.



Land Management, Licensing, & Environmental Health Services

Agencies rely on their Accela System to power critical operations, but maintaining and evolving the system is often more complex than expected. Without the right support model, teams face ongoing challenges with system performance, configuration management, and resource constraints.

Many Organizations Struggle With

- Too much time spent on day-to-day system administration
- Limited access to specialized Accela expertise when needed
- Budget and staff tied to maintainance instead of system enhancements
- Reactive support rather than proactive problem detection and optimization for scaling
- System decisions driven by resource constraints, not strategy

What SEPTech Provides

- Semi-annual performance optimization review and analysis based on your business goals
- Customized support plans tailored to your organization's unique needs and requirements
- Automated testing of new releases to ensure compatibility with your Accela configurations
- Peace of mind knowing that your Accela software is in expert hands, allowing your team to focus on core business activities and strategic initiatives

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How We Support Your Team

Our benefits at a glance

- **Unlimited, rapid resolution of "critical" and "high" defects in production**
- **Service request ticket management & triage of problem tickets**
- **Configure, test, and deploy new product and feature functionality**
- **Proactive periodic assessment to improve platform efficiency**
- **Development and modification of automated scripts and fees**
- **Extension and enhancement of Accela**
- **Optimization of your user experience as your needs evolve**
- **Report development & modification**
- **Experienced staff familiar with your setup**

Why SEPTech

- Deep, specialized experience in Accela environments
- Proven ability to support and enhance complex implementations
- Focus on both day-to-day operations and long-term optimization
- Partnership approach aligned to how agencies actually work

What This Means for Your Agency

- Ability to react quickly and provide system enhancements for unforeseen emergencies
- Reduced internal workload
- More predictable support structure
- Faster resolution of system issues
- Improved system performance and stability
- Ability to scale without increasing staff
- More time for strategic initiatives

Take the complexity out of managing your Accela system.

Partner with SEPTech for managed application services that keep your system running and continuously improving. We've got you covered every step of the way.