CUSTOMER PROFILES

INDUSTRY: MUNICIPAL GOVERNMENT

- ✓ **RULES ENGINE**
- ✓ **WORKFLOW MANAGER**
- ✓ **INTEGRATIONS**

The City of Miami Parking Authority used the rules engine, workflow manager, and integrations in the Decisions no-code automation platform to write a self-service parking permit application for their citizens to improve the customer experience and ensure regulatory compliance, unlocking growth and accelerating profitability, driving $300,000 in new revenue and cutting costs by 97%.

"Based on our experience of investing in the Decisions platform to improve our workflow and process automation, we don't see bottlenecks anymore. We see problems that Decisions can solve."

DECISIONS