

CASE STUDY

The High Price of "Free": Why Butler County Replaced Accela with HS GovTech/HS CloudSuite



Scan Here to
Upgrade to Purpose-Built
EH Technology

Overview

Client:	Butler County General Health District, OH
Legacy Platform:	Accela (Accela Civic Platform)
Chosen Solution:	HS GovTech (HS CloudSuite)
Key Highlight:	Replaced a zero-cost generic platform with a purpose-built solution to reduce operational friction and restore agency efficiency

The Status Quo & Challenges

When a zero-dollar, generic software option (Accela Civic Platform) became available, Butler County General Health District made a logical financial decision: transition away from their legacy system to save budget dollars. However, operational reality quickly set in. The generic platform was ill-suited for the dynamic, ongoing demands of Environmental Health (EH).

Operational friction escalated rapidly:

- **Crippling Field Inefficiencies:** The system forced inspectors to spend up to an hour just keying in a single report—on top of their time conducting the inspection—while minimal guardrails created a constant risk of total data loss.

- **Administrative Bottlenecks:** Processing 1,500+ annual renewals required weeks of manual data entry, forcing leadership away from core duties to hand-key applications and merge spreadsheets.
- **Restricted Citizen Services:** The system lacked intuitive online payment options, frustrating local business owners who had moved away from physical checks and paper applications.
- **Inaccessible Data:** Vital operational metrics—such as violation trends and equipment tracking—could not be natively extracted without extensive manual workarounds.

The Turning Point: Exposing the Hidden Cost of "Free"

Faced with compounding staff burnout, lost productivity, and public dissatisfaction, Butler County recognized that zero-dollar software becomes extraordinarily expensive when additional labor and operational headaches are factored in. Recognizing the need for a modern, dedicated EH platform, agency leadership presented a business case to their Board of Health to justify procuring local funds to rejoin HS GovTech and upgrade to HS CloudSuite. The Board approved the transition, prioritizing workforce retention, public service quality, and long-term efficiency over a flawed zero-cost alternative.

The Solution: Dedicated Architecture & Field-First Usability

Offline Mobile Inspections:

HS CloudSuite enables inspectors to pre-load facility data and complete inspections smoothly without active cellular connections, syncing instantly once reconnected.

Integrated Citizen Portal:

Provides 1,500+ local license holders with convenient online renewal and payment processing capabilities, eliminating manual paper processing.

Tailored EH Workflows & Reporting:

Out-of-the-box reporting tools allow instant retrieval of public records, violation patterns, and facility data without custom code.

Frictionless Compliance:

Delivers full state mandated reporting compliance while giving local staff a flexible, user-friendly interface.

The Impact & Results



Streamlined Licensing

Replaces weeks of manual administrative entry with efficient online workflows and self-service portal capabilities.



Eliminated Hidden Costs

Saves hundreds of staff hours previously lost to redundant data entry, manual mailings, and cumbersome field inspection logging.



Boosted Workforce Morale

Significantly improves inspector job satisfaction by replacing rigid software with a reliable, mobile-first workflow.



Enhanced Community Satisfaction

Delivers online payment functionality local businesses demanded, improving interactions with local permit holders.

Ready To Stop Compromising On Your Agency's Software?

Don't let generic, or even "free" platforms stall your agency's productivity. Your team and community deserve a purpose-built Environmental Health platform designed to work in the field, not against it.

Discover how HS GovTech can future-proof your workflows, give you complete system autonomy, and elevate your community service.

[**SCHEDULE YOUR DEMO TODAY**](#)

Get In Touch



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