

Konverge

Case Study

Overview

Rebuilding a
Municipal
Parking Permit
System for
Reliability and
Mobility

Contact Us



1-866-640-2345



info@konverge.com



400 University Ave, Suite 103,
Toronto, ON

The Challenge

A company managing residential and commercial parking permits was operating a legacy permit system that had become outdated and difficult to maintain. It lacked support for modern user expectations, especially mobile responsiveness. The system's codebase was fragile and undocumented, and failed to align with the company's growth strategy.

Objectives included:

- Rewriting the system for long-term scalability and support
- Creating a fully responsive UI for use on mobile devices
- Maintaining existing functionality while improving performance and usability
- Integrating with an existing IVR phone system

Our Solution

Konverge led a complete rewrite of the permit system using modern technologies, including .NET, MVC4, and SQL Server.

The solution included:

- Admin Portal: For managing users, permits, and reporting
- Customer Portal: Optimized for mobile to allow self-service permit applications
- System Documentation: A new System Requirements Specification (SRS) created upfront
- Testing Framework: Robust test cases and QA cycle preceding launch
- IVR Integration: Rebuilt logic to integrate with existing phone-based services

Key Features

- Fully responsive web interface for permit applications and renewals
- Role-based access controls and audit logging
- Scalable architecture supporting growth and change requests
- 60-day post-launch warranty and ongoing maintenance options

Business Outcomes

- Stabilized the core platform with a maintainable, modern codebase
- Enhanced user experience across desktop and mobile
- Reduced manual support through better user self-service tools
- Delivered a reliable, extensible system for future upgrades and integrations



Why it Matters

Permitting platforms are critical infrastructure for urban environments.

This rewrite project showcases how a thoughtful modernization effort can de-risk operations, improve usability, and prepare for future expansion.

“Legacy rewrites aren’t just upgrades, they’re reinforcements for business-critical systems. We make sure our clients move forward with confidence and clarity.”

— Sonia Couto, Managing Director, Konverge Digital Solutions

