



City of Conroe, Texas

Conroe modernizes permitting with BluePrince Cloud

Discover how Conroe's permitting department improved efficiency with a seamless migration to BluePrince Cloud.

Located just 40 miles north of Houston, the City of Conroe, Texas, is one of the fastest-growing cities in the United States. It relies on BluePrince Cloud software to process an average of 20,000 permit records annually. As the City expands, the building inspections and permits department plays a pivotal role in meeting the demand for growth.

Leading that department is Permits Supervisor Clinton Casey, who has been using BluePrince software since 2016. A superuser, he knows the ins and outs of system configuration, form design and workflow optimization, leveraging both his expertise and the software's capabilities to enhance operational efficiency for the department.

The challenge

Keeping permitting software aligned with the pace of technology is a constant challenge in a vibrant, expanding community like Conroe. With BluePrince legacy nearing the end of its lifecycle, the City took a proactive approach—initiating a cloud migration to maintain system reliability and preserve data access.

The solution

BluePrince Cloud, a permitting and community development software solution from CityView, helps jurisdictions modernize operations. For the City of Conroe, this cloud-based version offered a clear path forward—preserving continuity while improving scalability, accessibility and support.

Conroe's long-standing use of BluePrince legacy made the transition straightforward, allowing the department to upgrade its platform without disrupting familiar workflows. As part of the migration, historical records were transferred to ensure continued access to vital permitting data—a critical step for maintaining business continuity during and after the transition.



"The transition to BluePrince Cloud has had a positive impact on our team's daily workflows.

We have already observed improvements in overall accessibility and ease of use, which have streamlined certain processes.

Based on our experience thus far, I would certainly recommend BluePrince Cloud to other organizations."

Clinton Casey, Permits Supervisor
City of Conroe, Texas



BLUEPRINCE SOLUTIONS

PERMITTING

Accelerate community development with a flexible, cloud-based permitting system.

PLANNING

Empower smarter growth with optimized planning and zoning.

INSPECTIONS

Modern, mobile inspection software designed for municipal building and field inspections.

CODE/ BYLAW ENFORCEMENT

Strengthen compliance efforts with mobile-friendly code enforcement software.

CITIZEN PORTAL

Empower citizens and contractors with 24/7 online self-service options.

REPORTING

Flexible, user-friendly reporting tools for actionable insights.

"Overall, the migration experience was largely seamless and well-articulated," Clinton said. "The BluePrince support team was highly responsive, addressing our inquiries and resolving issues as they arose."

The migration itself was only part of the equation. Conroe's success also depended on strong support, targeted training and how well users adapted to the new platform—all of which played an important role in its journey.

Support and training

The City of Conroe received strong support throughout the migration process, with training sessions tailored to the specific needs of different divisions. The BluePrince team remained highly responsive, helping to ensure staff felt prepared and supported at every stage.

"What truly stood out was the BluePrince team's willingness to solicit and act upon our feedback and suggestions in real-time," said Clinton. "This open dialogue not only fostered a sense of involvement but also instilled confidence and patience throughout the transition."

This collaborative approach helped Conroe's team feel both heard and empowered—an experience that elevated CityView from a software provider to a trusted partner. Although still early in the transition, initial user feedback has been generally positive. They've expressed appreciation for the platform's improved accessibility and intuitive interface.

Results

Since moving to BluePrince Cloud, the City of Conroe has already begun realizing operational improvements, even as the team continues to fully integrate the system. Improved accessibility and usability have made day-to-day tasks more efficient, while the cloud-based structure lays a strong foundation for continued growth.

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As the platform matures and more features are adopted, Conroe anticipates additional long-term benefits—including faster processing speeds, enhanced collaboration and reduced administrative overhead.

Future plans

Looking ahead, the City of Conroe is excited about upcoming enhancements to the BluePrince Cloud platform—particularly improvements that will offer greater flexibility in permit submissions and ease the administrative burden. These updates are expected to enhance communication with contractors and further improve operational performance.

"We are optimistic about the potential for significant improvements to our workflows moving forward," Clinton said.

CityView is committed to the continuous improvement of its products and the long-term success of every customer.

