



CASE STUDY

Modernizing Statewide Fire Prevention Operations

How the **Louisiana Office of State Fire Marshal** replaced a decade-old platform in six months – modernizing statewide services while creating a scalable platform for the future.



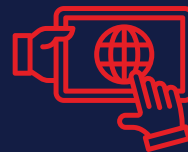
6 Months

From
kickoff to
go-live



10+ Years

Legacy
System
Replaced



One Platform

Citizen + staff
experience



Statewide

Successful
Launch

02

The Challenge: Modernizing a Complex Statewide Operation



THE CHALLENGE

For more than a decade, the Louisiana Office of State Fire Marshal relied on a highly customized legacy system that supported mission-critical statewide operations.

Like many agencies, the platform had evolved over years of custom development. Keeping it operational required ongoing investment, and replacing it felt unrealistic.

Key challenges included:

- **Costly custom updates simply to keep the system running**
- **Mission-critical operations that could not tolerate downtime**
- **Highly specialized workflows built over more than ten years**
- **No modern platform designed specifically for State Fire Marshal agencies**
- **Growing pressure to improve citizen services and modernize operations**



MISSION

Modernize without disrupting statewide operations.

Louisiana needed a platform that could preserve the workflows their staff depended on while replacing years of legacy technology with a modern, cloud-based system.

The goal wasn't simply to replace software—it was to create a foundation for the next decade of fire prevention operations.

THE SOLUTION

Fireworks partnered with the Louisiana Office of State Fire Marshal to build a modern statewide platform connecting every core fire prevention workflow.

✓ **Licensing**

✓ **Plan Review**

✓ **Inspections**

✓ **Citizen Portal**

✓ **Operations Dashboard**

✓ **Billing**

03

Our Approach: Designed Together.

We didn't just build software. We partnered to reimagine how the office operates.

January: On-site Discovery

We went on-site to observe how the team actually works

February: Collaborative Workshops

Weekly sessions with every department

March: Prototype First

Every major workflow was validated by users before development, reducing rework and building confidence throughout the project.

April: Agile Delivery

Iterate quickly. Adapt when needed. Build the right thing together

May: Continuous Feedback

Weekly demonstrations ensured every release reflected real-world workflows before launch.

June: Launch

Statewide deployment with minimal disruption to staff and citizens.

“

Fireworks listened to our team, adapted quickly, and delivered a solution that reflects how we actually work.”



Modernization Outcomes: One Connected Platform



Licensing

Manage licenses, renewals, approvals, payments, and compliance from one centralized system with automated workflows, configurable requirements, and complete visibility into every application.

Select one Licensing type
Choose the Licensing type that best matches your project requirements.

Life Safety and Property Protection (LSPP)	Pyrotechnic Operator
Fireworks	License to Install Boilers
Fire Safe Cigarette Manufacturer	Industrialized Building
Boiler Commissioned Inspectors	Pyrotechnic Display Permit
Boiler Installation Permit	

Plan Review

Digitize plan review with configurable workflows, collaborative reviews, document management, automated routing, and faster approvals across multiple disciplines.

Architectural Review

Project #	Project Name	Date Submitted	Assigned To	Property Name
AP-24-019548	Project Example	Jul 01, 2024	Not Assigned	Link Property

Project Information

Project & Building Overview			
Address	123 Main Street	Construction Type	Private Project
Estimated cost	\$450,000	Whether to build	Yes
Number of floors	2	Project type	Residential
Project description	Renovations and an addition to an existing two-story building. This application requests a change of use from a single-family residence to an A-2 assembly occupancy. Total floor area, including the addition, is 1,795 sq. ft.		

Applicant Contact

Full name	Phone	Email
John Smith	(555) 123-4567	john@example.com

Construction Details

Construction Type	Alteration Level	Scope
Alteration and Addition	Alteration Level 3 (50% or more of the building's physical volume, change in use of the building)	
Construction Date	Last Renovation	Existing sq. ft.
-	-	1,545 sq. ft.
Previous Occupancy	Residential	Renovated sq. ft.
Permit Building (Department 082)	V.B. / V. (000)	1,795 sq. ft.

Occupancy Breakdown

Assembly	Group A-2 - 50 to 299 Occupants
1,795 sq. ft.	1,795 sq. ft.

Inspections

Complete inspections from the office or field with mobile access, standardized forms, scheduling, automated compliance tracking, and real-time reporting.

Inspection Information
Provide the basic details about your plan review inspection request.

General Details

Select project: Request inspection date:

Inspection type: ☒ Construction Visit Inspection ☐ Final Inspection

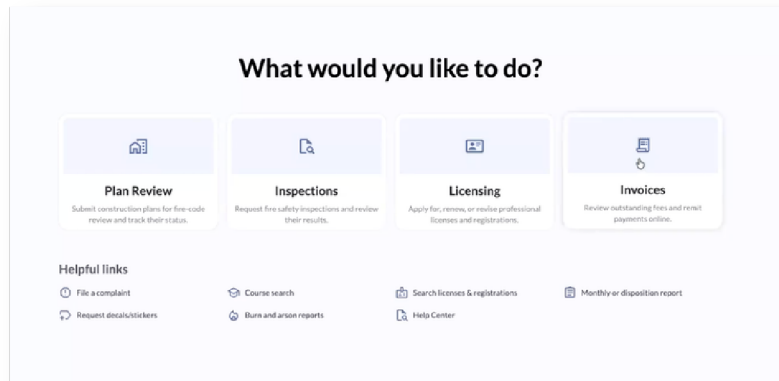
Comments/Notes:

Modernization Outcomes: One Connected Platform



Citizen Portal

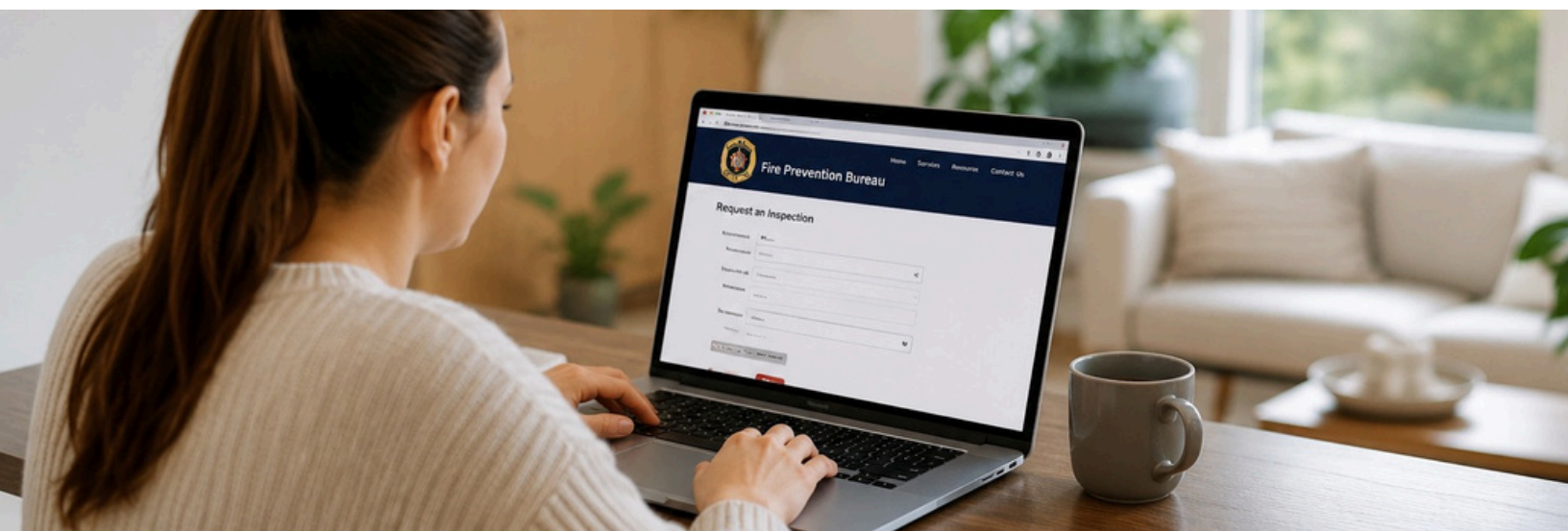
Give citizens a modern self-service experience to submit applications, upload documents, make payments, receive notifications, and track application status—all from one secure online portal.



Reporting & Dashboard

Provide leaders with real-time visibility into statewide operations through dashboards, workload management, compliance tracking, operational reporting, and revenue insights.

Plan Review Type/Status	Pending Assignment	Pending Review	Under Review	Additional Info Requested	Corrections Requested
Architectural Review	19	313	46	56	37
Fire Alarm System	19	68	9	3	2
Fuel Storage Tank(s)	3	10	—	1	1
Industrialized Building	2	17	2	—	—
Sprinkler System	4	53	3	4	—
Egress Door Locking System Installation	6	15	3	2	1
LDH Licensed Facility Review	3	27	2	5	—
Suppression System	2	21	2	2	3
Solid Waste Emergency Response	1	1	—	—	—



Modernization Benefits



For staff

- One platform instead of multiple systems
- Better reporting
- Standardized statewide workflows
- Improved state revenue collections



For leadership

- Legacy platform retired
- Cloud platform
- Easier future enhancements
- Built to scale and evolve
- Improved state revenue collections



For the public

- Simpler online applications
- Modern citizen portal
- Faster permit processing
- Better access to services



MISSION ACCOMPLISHED

In just six months, the Louisiana Office of State Fire Marshal transformed how it delivers fire prevention services statewide. By replacing multiple disconnected systems with one modern platform, the agency streamlined operations, improved compliance, increased visibility into statewide activities, enhanced fee and fine collection, and created a better experience for both staff and citizens. The result is a foundation built not only for today's needs, but for the next generation of public safety technology.

EPRFIREWORKS.COM

WHY FIREWORKS

A modern platform. A better experience. A brighter future.



“

"From the beginning, Fireworks treated us like a partner—listening, adapting, and delivering a solution built for our agency."



FIREWORKS



MODERNIZE FASTER

Move from kickoff to production in months—not years—with a proven implementation approach designed to minimize disruption and keep statewide operations moving.



SPEND SMARTER

Reduce the ongoing cost and complexity of custom development, maintenance, and legacy support with a modern platform built to evolve over time.



SERVE BETTER

Create a better experience for agency staff, businesses, and citizens through simpler workflows, more efficient administration, and easier access to services.



Could your office *be next?*



Whether you're replacing a legacy platform or modernizing statewide operations, Fireworks helps agencies move faster—with less risk and a true implementation partner.

Faster. Smarter. Together.

