



A Partner Solution for Government

Automated Licensing Procedures Deliver Cost Savings,
Enhance Performance and Improve Customer Satisfaction

IBM **Information Management** software

ObjectBuilders, Inc. eLicensing

Partner Solution

■ **Target Industry**

Government

■ **Business Application**

Licensing Lifecycle Automation

■ **Products**

IBM FileNet Business Process

Manager

IBM FileNet Image Services

IBM FileNet Records Manager

Business Challenge

Licenses – for everything ranging from driving an automobile to more complex permits that authorize the removal and disposal of toxic waste – are approved, renewed or denied based on factual evidence regarding an applicant.

Government agencies and bureaus responsible for issuing licenses must research, collect, validate and exchange information among other agencies involved in the approval or denial of a license. However, should these processes fail, significant revenue loss, or worse yet – security and legal risks can result.

For example, uncollected fines and fees represent untapped revenue for government agencies, therefore, it is crucial that licensing bureaus become fully aware of information regarding the history of the licensee, including any past violations or other infractions, so that fines can be assessed and collected prior to licensing renewal.

Also, risk management is key; if a license to dispose of toxic waste were to be obtained based on inaccurate information, the licensing agency could become exposed to lawsuits and other legal ramifications.

Because licensing procedures vary by each agency or bureau, “out of the box” solutions make it difficult to address the following challenges:

- **Complex, Non-Linear Business Process Workflows** – Most licensing operations require the ability to handle multiple types of licenses, each with its own process, business rules, exceptions and participants.
- **Deficiency Management and Tracking** – License processing entails a highly complex process of reviewing information, identifying problems or deficiencies and then managing the resolution of those deficiencies.
- **Disparate and Disconnected Workforce** – Licensing operations most often span multiple offices and may even include disconnected workers, conducting site visits or inspections.
- **Financial Transactions** – At a minimum, most licenses require payment for fees or services. All of these financial transactions require exceptions, adjustments and audit capabilities.
- **Varying Agency Cultures and Domain Specific Terminology** – Each licensing operation is unique, making flexibility and adaptability key.

Solution

Leveraging the IBM FileNet P8 platform, ObjectBuilders’ eLicensing solution enables government agencies and licensing bureaus to streamline and automate critical processes to support the licensing lifecycle.



Based on XML, ObjectBuilders' eLicensing solution can be fully customized. Its powerful customer service management capabilities, coupled with advanced analytical and business performance features, cost-effectively meet agency or bureau-specific workflows and processes to enable increased levels of customer satisfaction. With ObjectBuilders' eLicensing solution, government agencies and licensing bureaus can visually model and improve processes and business rules system-wide.



eLicensing consists of three main application components:

License Management – Applicants have Web-based access to eLicensing to apply and review license status, and even be assigned tasks to resolve problems or move license applications to the next step. eLicensing supports non-linear workflows and deficiency management, operates seamlessly with a workflow infrastructure product, and can proactively scan for data and react to data triggers, launching workflows configured with user-defined business rules.

Application and Constituent Management – eLicensing provides integrated application and constituent management, enabling business users to generate reports on constituent demographics and report and search on detailed license history, including test scores, denials, suspensions, and revocations. Users are provided with a single, aggregate view of all documents related to an application or constituent, including all licenses associated with the constituent. All constituent and applicant contact information and correspondences are tracked and managed by eLicensing.

Enforcement – eLicensing offers a robust enforcement component that enables online submission of complaints, tracking of violations and disciplines and fee collections. eLicensing also tracks and manages all financial transactions associated with applications and licenses.

Value Proposition

With eLicensing, government agencies and bureaus benefit from: shortened licensing lifecycles enabling the processing of more licenses in a shorter period of time; increased data integrity; higher levels of customer feedback and satisfaction during the application process greater accountability; and reduced paperwork.

Company Description

ObjectBuilders is the leading provider of XML solutions for advanced Enterprise Content Management (ECM) and Business Process Management (BPM) software. The company's products optimize core business processes by integrating seamlessly with its customers' existing IT infrastructures, leveraging and enhancing the value of these IT investment. ObjectBuilders' solutions reduce operating expenses, enhance revenues, ensure regulatory compliance and improve customer service for global, national and regional organizations focusing on financial services, healthcare, insurance, media communications, and government. The company is headquartered in King of Prussia, PA, and has served the needs of Global 2000 companies for more than 14 years.

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