

eLicensing

Powered By ObjectBuilders Case Management Platform

Business Challenge

Licenses are approved, renewed or denied based on facts. Governments, agencies and departments have the responsibility of accumulating, researching, exchanging and validating information that can lead to approval or denial of licenses. Licenses range from the common – a driver's license – to the critical – a license to remove and dispose of toxic waste. This information must be collected, validated and supported both within and across agencies, systems and organizations.

If the processes or systems fail, the ramifications can range from significant revenue loss to security and legal risks. Critical government processes and checkpoints that begin with licensing validation are useless if the originating license determination was flawed.

Most processes are unique and cannot be solved with “Out of the Box” solutions:

- **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** – Most licenses that are granted go through a complex process of reviewing information, finding 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. Many licensing operations may generate fines or receivables. All of these financial transactions require exceptions, adjustments and audit capability.
- **Varying Agency Cultures and Domain Specific Terminology** – Each licensing operation is unique, making flexibility and adaptability key.

The Solution

ObjectBuilders' eLicensing Solution is 100% configurable to your specific needs – easily and cost effectively. This is because it is completely represented in XML. The Solution enables agencies to seamlessly streamline and automate the critical processes and activities supporting the licensing lifecycle. The Solution can be tailored to the individual agency and department needs, workflows and processes. Powerful customer service management capabilities, coupled with advanced analytical and business performance features, deliver cost savings and enhanced performance, as well as heightened customer satisfaction for license applicants.

Business Benefits

- Reduce cycle times, process more licenses quicker
- Increase integrity of data and of entire processes
- Provide an increased level of feedback and customer service for applicants
- Enhanced accountability
- Reduce paper and paperwork

Through the Solution's dynamic workflow capabilities, government organizations can visually model and improve their processes and business rules across all departments and agencies. ObjectBuilders' scalable software suite reduces costs, eliminates unnecessary paper, increases operational efficiencies and, ultimately, ensures an enhanced level of accountability to the licensing processes.

Further reducing the risk of custom development, the Solution can be constructed by The Software Factory™ at ObjectBuilders. The Software Factory™ is an alternative to offshore development. It offers fixed time, fixed cost with a solution turn around of 30 to 60 days no matter the size.

eLicensing consists of three main application components:

License Management

Constituents can gain secure access to eLicensing to apply and review license status and even be assigned tasks to resolve deficiencies over the web to move license applications through the process. Workflows and business processes are graphically configurable for easy license management. eLicensing provides for non-linear workflows for deficiency management, operating seamlessly with a workflow infrastructure product. eLicensing 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. Business users can generate reports on constituent demographics and report and search on detailed license history, including test scores, denials, suspensions, and revocations. In eLicensing the user is provided with a single, aggregated 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 within eLicensing.

Enforcement

eLicensing contains a robust enforcement component which provides for online submission of complaints, tracking of violations and disciplines and fee collections. eLicensing tracks and manages all financial transactions associated with applications and licenses. eLicensing's compliance scanning and reporting can be used for the proactive enforcement of licenses.

Company Description

ObjectBuilders is the Leader in Assembled Business Solutions. ObjectBuilders Composite Application Builder, the LiveApp Player Suite, has been used to assemble and deploy complex Composite Applications for government agencies and Fortune 500 companies. ObjectBuilders products and its Software Factory reduce operating expenses, enhance revenue, ensure regulatory compliance and improve customer service. ObjectBuilders Composite Solutions combine services, components, functionality from other applications, or legacy systems, and assemble them – without code – into new solutions that are entirely represented and deployed in XML. ObjectBuilders is headquartered in King of Prussia, Pennsylvania.

Technical Benefits

- Improve agility and responsiveness to change
- Extend existing investments in systems and infrastructure
- Seamlessly integrate with existing infrastructure
- Integration with multiple sources of data
- Sophisticated event management module for proactive monitoring of data sources
- Flexible workflow to handle changing business processes