



SOLUTION OVERVIEW

Accela Civic Application™ for Alcoholic Beverage Control

Effectively manage alcoholic beverage commerce from production through consumption.



Simplify the complexities of alcoholic beverage regulation

The documentation, review, and inspection cycle can strain agency resources and often result in long turnaround times and poor customer service.

Accela Alcoholic Beverage Control manages the many steps in the licensing process by:

- Helping agencies reduce turnaround time and improve customer service.
- Protecting public safety through important checks and safeguards.
- Utilizing automated workflows, intelligent routing, and concurrent review.
- Eliminating manual steps, increasing agency efficiency, and improving the liquor licensing process.

Benefits



Cut application processing times

Automate many of the routine and manual processes in licensing review. Save staff time and reduce turnaround times for new and renewal applications.



Improve communication

Communicate more freely with applicants, licensees, and other departments involved in application review. Agency staff can collaborate on cases to improve cross-departmental communication and achieve faster issue resolution.



Strengthen compliance and enforcement

Save time in the field with mobile inspection tools. Enable inspectors to complete more inspections, ensuring greater oversight and enforcement of liquor businesses.



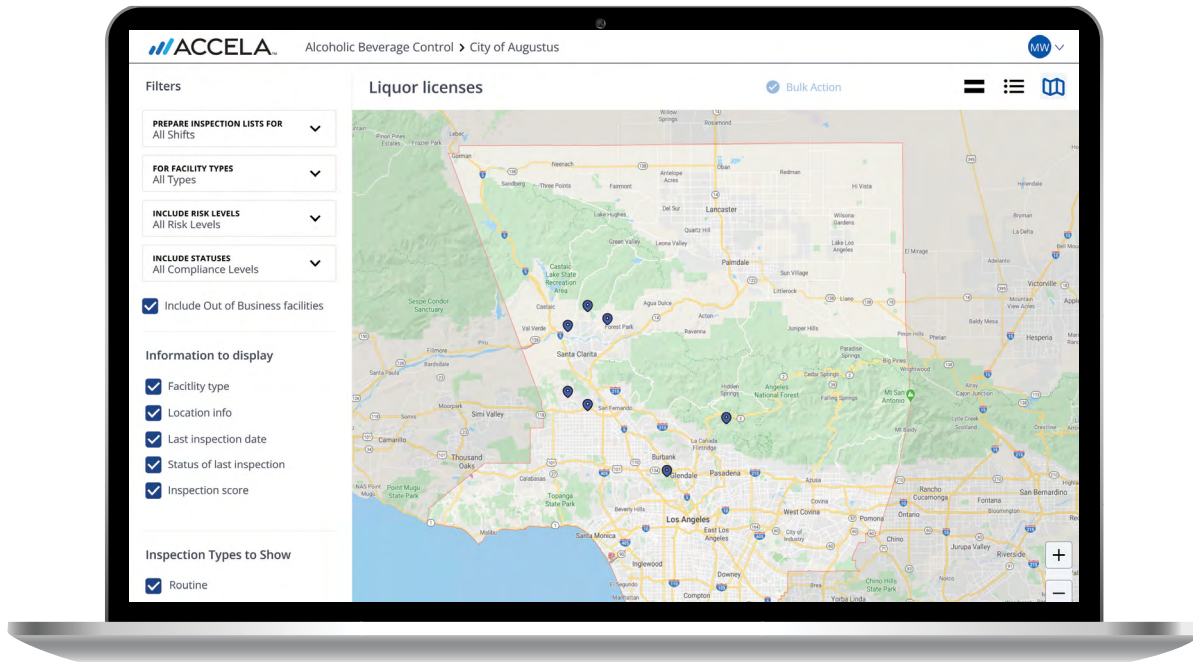
Eliminate duplicate work

Mobile applications and an online portal for application intake and document submission. Prevent errors and delays associated with paper-based application processes.



Increased customer satisfaction

Convenience of online applications, documentation, and payment. Mobile-friendly online tools and status notifications keep applicants informed about their application status throughout the process.



Features



Configurable workflows

Match agency processes and criteria for routing the application, scheduling required inspections, and moving the application through the process.



Accela Public Portal™

The online portal ensures residents can more easily submit license applications, make payments, check status, schedule inspections, and upload information.



Flexible license types

License types can be custom-configured to accommodate various state regulations, documentation, renewal, or review requirements.



Integration to GIS

GIS mapping to easily produce interactive maps and visualizations, making planning and code enforcement data easy to access and understand.



Online reporting

Provide management insight into the metrics and data about the broader licensing function.



Accela Mobile™

Mobile-enabled for applicants and agency staff alike.



Online payment processing

Convenient online payment with full tracking and auditing capabilities.