



SOLUTION OVERVIEW

Accela Civic Application™ for Business Licensing

Convenient online business licensing management that delivers stellar service to business owners.



Integrated, fast, and responsive

Too often, the process of obtaining or renewing a license is fraught with cumbersome steps, outdated paper applications, and inefficient manual procedures. Business owners become frustrated while agency staff struggle to manage it all.

The Accela® Business Licensing is a pre-built solution designed to:

- Help agencies reduce turnaround time and improve customer service
- Provide automated workflows, intelligent routing, and concurrent application review across multiple departments
- Eliminate manual steps to make agencies more efficient
- Deliver an exceptional customer service experience to business owners in your community

Benefits



Cut application processing times

Accela automates many routine, manual processes involved in licensing review, saving staff time and reducing turnaround times for new and renewal applications.



Eliminate duplicate work and data entry

Avoid duplicate data entry with mobile applications and an online portal for application intake and document submission. Prevent errors and delays associated with paper-based application processes.



Remove barriers to community development

Efficient application management with improved workflows accelerates business growth and returns resources to community development.



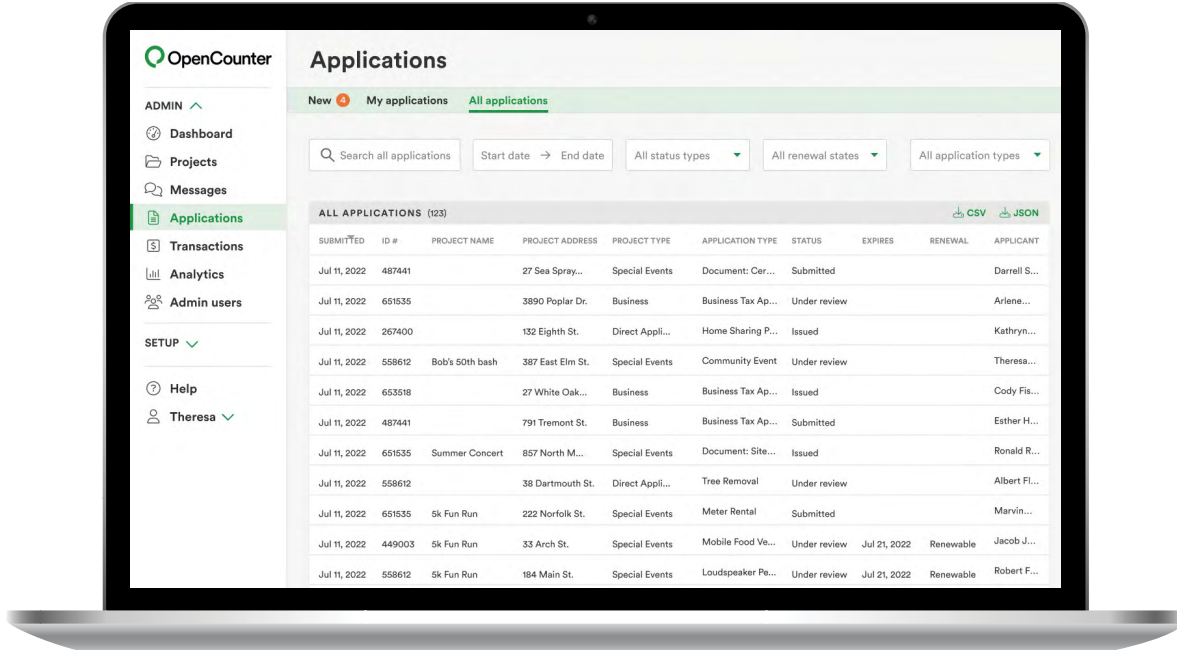
Deliver outstanding customer service

Provide all services online, including initial applications, fee calculations, renewals, and real-time status updates, to reduce the need for residents to call or travel to offices and wait in queues to submit paperwork or check progress.



Recover lost revenue

Recover missing revenue from late filing fees and lapsed renewals – items which often go unbilled due to agency time constraints or lack of available data.



Features



Online application, renewal, applicant communication, and status notification



Intelligent workflow to optimize record flow from submission to final resolution



Mobile-enabled for applicants and agency staff alike



Powerful analytics and reporting



Convenient online payment with full tracking and auditing



Automated renewal notifications



24/7 public access to verify current license holder status or register a complaint



Electronic submission of employment history, transcripts, CE verification, or other required documentation



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Accela provides market-leading solutions that empower state and local governments to build thriving communities, grow businesses and protect citizens. Powered by Microsoft® Azure®, Accela's open and flexible technology helps agencies address specific needs today, while ensuring they are prepared for any emerging or complex challenges in the future. Accela is headquartered in San Ramon, California, with additional offices around the world.