



eBook

# 5 Reasons to Choose Accela

Accela Civic Application™  
for Alcoholic Beverage Control





# Successfully manage the complexity of alcohol licensing.

Accela Civic Application™ for Alcoholic Beverage Control provides ABC departments with a powerful tool to efficiently review liquor license applications and accompanying documentation, conduct on-site inspections, and automate the issuance of licenses, renewals, and license transfers.



REASON  
NUMBER

1

# A superior resident experience.

The Accela® Alcoholic Beverage Control solution modernizes your customer and resident services by moving manual, paper-based applications, renewals, service requests, complaints, or information requests online with a citizen-facing portal. Applicants also receive automatic updates via email or text anytime the status of an application changes. Accela Alcoholic Beverage Control's online payment technology integrates with standard payment platforms for easier fee payments.



REASON  
NUMBER

2

# Higher agency productivity.

With automated workflows, simultaneous agency review, and clear approval pathways, Accela Alcoholic Beverage Control cuts the time required to process new or renewal license applications.

## It offers:

- Batch billing, electronic payment processing, and communication speed manual processes
- Electronic Document Review (EDR) allows multiple reviewers to access and mark up documents and records simultaneously
- Role-based permissions ensure only the right people access certain data
- Tasks and records automatically routed to the appropriate personnel
- GIS integration supports proximity and quota reviews



REASON  
NUMBER

3

# Be more effective in the field.

Accela Alcoholic Beverage Control empowers ABC inspectors with the information they need to ensure that businesses are meeting the conditions of their license, and that citations are given fairly and accurately.

## **Available capabilities include:**

- Complete access to license and citation history
- Automated inspection assignments based on geographic region and inspector discipline, optimizing scheduling and routing
- Review and update license information, complete checklists, and attach and mark up images and video
- GIS-enabled to help enforce zoning rules with interactive maps
- Inspectors can work in areas that may not have connectivity. When they are back online, the solution synchronizes their information automatically



REASON  
NUMBER

4

# Increased cross-agency collaboration.

With Accela Alcoholic Beverage Control, you can readily communicate and coordinate with other agencies and departments on liquor license review, existing issues, and developing trends, and address:

- State and local jurisdictions
- License applications that impact health, fire, or other agency departments
- Renewals
- Complaints and enforcement against liquor licensees
- Compliance issues and frequency of occurrence



REASON  
NUMBER

5

# Configurable to fit your needs.

Liquor licenses come in a wide variety of types and restrictions. The Accela configurable liquor licensing system adapts to your licensing requirements and easily manages the distinctive requirements for a variety of license types with these tools:

- Prebuilt user interfaces
- Forms
- Document templates
- Configurable workflows and business rules
- Data schemas
- Platform-wide integration capabilities with APIs, SDKs, and open data allow developers to integrate with existing software solutions to meet your agency's specific requirements

# Find out how Accela Alcoholic Beverage Control can help you simplify the process.

[LEARN MORE](#)



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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.