



eBook

# 5 Reasons to Choose Accela

Accela Civic Application™  
for Business Licensing



# Improves efficiency and transparency in the business licensing and inspection process, resulting in greater business owner satisfaction.

Accela Civic Application™ for Business Licensing allows multiple agencies and reviewers to work an application simultaneously, helping to speed applications through the review process and reduce turnaround times.



REASON  
NUMBER

1

# A better business owner experience.

Accela® Business Licensing increases the overall satisfaction of business owners with the licensing process, making them more likely to continue to do business or expand operations within your community.

With Accela Business Licensing's online citizen portal, business license applicants can initiate and complete new license requests and license renewals online. The portal is multilingual and offers 24/7 access to the license application process. Applicants can also access the portal from any location using any type of device.

Because the application process is digitized and web-based, customers can also renew a license, make a service request or upload supplementary documentation during the review process and get automated updates on the status of their open applications with the agency via the web portal, email, and text. Accela Business Licensing also features integrations with PayPal and other payment processors to make it effortless to accept online payments.



REASON  
NUMBER

2

# Powerful reporting tools.

Accela Business Licensing's powerful reporting tools empower agency leadership to make informed decisions by measuring, tracking, and analyzing internal productivity and external activities, from the number of applications received to license types, late renewals, and other data points.

## It offers:

- Electronic document review, concurrent record viewing, and markup speed up the review process, compared to paper applications being passed from desk to desk
- No more wasted time chasing down the status of an application—always know where an application sits in the review workflow and who is actively working the application
- Automated data sharing ensures that stakeholders get the information they need with minimal effort



REASON  
NUMBER

3

# Makes agencies more productive.

- Unlike paper-based or legacy systems, Accela Business Licensing is capable of handling routine tasks automatically, without user intervention
- Through a series of logic rules, customizable according to your agency's unique needs, Accela Business Licensing can automatically handle tasks such as routing an application to a review queue, flagging an application for manual review, or issuing a license once all requirements are met
- Staff involvement is only necessary to handle exception cases since the solution handles all routine tasks in the background
- Accela Business Licensing can assign documents and staff members to unique tasks ensuring that the application consistently moves smoothly throughout the approval process
- When using Accela Business Licensing, there's no more wasted time chasing down the status of an application—you always know where the application sits in the review workflow and which agencies and staff are actively working on it

A man with glasses and a blue shirt is looking at a tablet held by a woman in a blue apron. They are in a kitchen setting with shelves and bottles in the background.

REASON  
NUMBER

4

# Maximizes field inspector output.

Pertinent information such as inspection data, violations, and record history are available through the Business Licensing app and can be downloaded for offline use if the inspector will be working in an area without cell service. Inspection reports can be printed onsite or emailed directly to the customer.



REASON  
NUMBER

5

# A modern and intuitive user interface.

With over 30 pre-configured business license types, the HTML5 and responsive design provide a seamless and modern user experience on desktop and mobile devices. Platform-wide APIs, SDKs, and open data allow developers to integrate data and processes across complementary solutions to meet the unique needs of agencies.

# Find out how Accela Business Licensing can help you streamline 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.