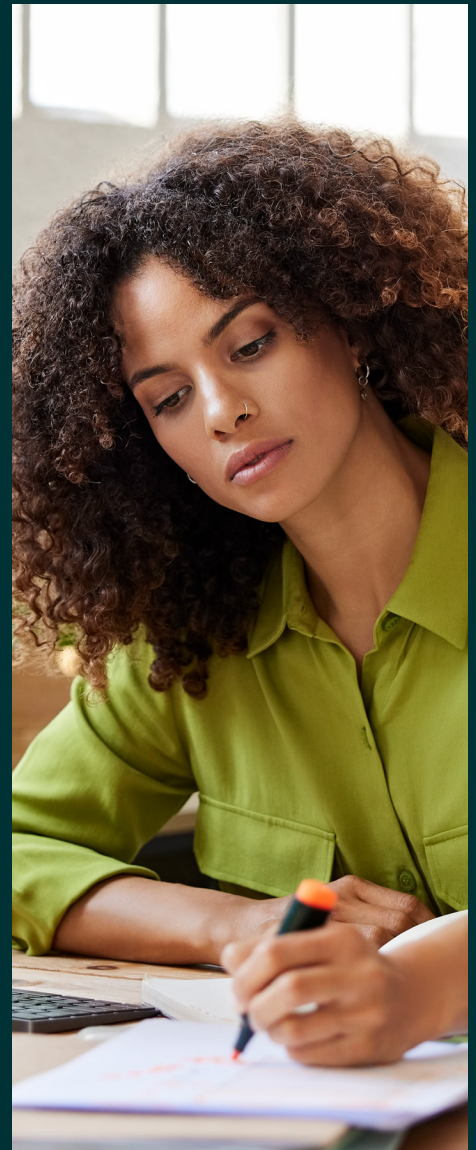# A constituent-first approach to license and permit processes

Unisys Licensing and Permitting

The modernization mandate

Like many municipalities and county, state and provincial governments, you've been working to modernize your licensing and permitting efforts alongside associated technology systems.

Why?

Because demand for faster, more responsive application turnaround — not to mention greater transparency into the process — continues to rise. At the same time, the public and your inspectors want anytime, anywhere access to information. And while the cloud is viewed as a key means to reach this goal, it's hard to realize its true potential when data is spread across multiple systems.

So how do you respond?

As many agencies do, you might install commercial off-the-shelf solutions that don't address the specific needs of municipal, county, state and provincial governments.

You could develop applications independent of other agencies or jurisdictions, even if this means you forgo the opportunity to share costs and
scale effectively.

Or you'll forge ahead with what you have to keep legacy systems working as long as possible, despite the growing cost.

Best intentions, negative consequences

Unfortunately — and despite your best intentions — these approaches carry negative consequences.

For instance, constituents and employees could remain frustrated with an ongoing lack of transparency and limited access to critical information. And this will only get worse when you're asked to process more applications but have fewer people and resources to do so.

Investing in a technology infrastructure that doesn't meet your precise requirements will only make it harder to adapt as regulations change and needs evolve.

If you can't respond quickly, your reputation takes a hit and developers may decide to go elsewhere. But this won't just have an immediate impact on permitting fees. It will also slow development in your area, restricting the tax base.

How do you avoid risks like these?

By taking a **constituent-first approach.**

With the Unisys Licensing and Permitting solution, it's possible.

Bring greater speed and transparency to application processing

Applicants are often frustrated with licensing and permitting due to limited visibility into application progress or when approvals will be completed.

You can accelerate application processing and deliver greater transparency to all relevant parties by engaging the Unisys Licensing and Permitting Center of Excellence.

For instance, you'll have the option to stage requests so applicants only submit materials as they're needed to move the process along. This way, you'll make it easier to begin the approval process while keeping applicants engaged by continually communicating your progress.

You'll enable citizens to access the status of their applications, make adjustments and correct errors — without slowing the rest of the approval process. At the same time, you'll be able to automate any activities that can be accomplished without manual intervention.

As a result, you'll free your people to devote more time to processing applications. And by bringing greater clarity, consistency and transparency to the process, you'll limit angst and frustration while building a reputation as a place constituents want to do business.

Create secure,
on-demand data access

Inspectors in the field must be agile — and they can't do this without the right data. At the same time, the public is looking to you to provide on-demand access to inspection results and permit status.

With Unisys, your inspectors can download all the data they need right to their laptops. And you can easily create portals for applicants to submit information and track the status of their permits.

Inspectors in the field can use a tablet or smartphone to record their notes, take photos and automatically upload it all. And because property owners can easily retrieve inspection reports online, they no longer have to wait until completion to receive a carbon copy.

Plus, when you take advantage of extensive security functionality, you'll defend against unwanted intrusions while ensuring that only authorized individuals can access confidential data.

By delivering information in a secure, mobile fashion, you'll give inspectors greater freedom throughout the day, limit their administrative burden and make public services appear less opaque.

Manage information effectively over the long term

Moving data to a new system can't be disruptive. Moreover, data is not a static entity — it must be securely handled and adequately governed.

By partnering with Unisys, you'll better understand how your data is used. You'll know what data you need to migrate and how it should be integrated with other systems,such as payments and financials. Additionally, once the data is moved, you can manage it securely while adhering to all regulations and residency requirements.

Thanks to the knowledge and best practices we've gained by working with agencies like yours for more than two decades, you'll understand what data your people need and what can be safely discarded. What's more, you can apply advanced analytics — such as Yellowfin — to your data to continually improve how you perform activities and interact with constituents.

Finally, because of our commitment to the market, you will have confidence your initiatives will be supported for the long term. This way, you'll maintain the integrity of your information while ensuring it upholds all applicable rules, regulations and governance mandates. And you'll manage it in a manner that helps you support emerging opportunities and use cases.

Why Unisys?

Unisys implements, modernizes, customizes and operationally supports leading licensing and permitting software products, such as Clariti Software, Granicus' govService Amanda, and others.

By taking a constituent-first approach, Unisys helps increase efficiency, accuracy, openness, security and compliance across the licensing and permitting process. This approach means your agency can improve its reputation, increase its tax base and foster economic growth. And you'll do it all while delivering a better licensing and permitting process experience to employees and citizens alike.

With Unisys, you can:

Deliver greater transparency and better responsiveness to all relevant parties.

Ensure both inspectors and the public can access the information they need in an efficient, secure, mobile-friendly fashion.

Integrate and manage data to streamline today's processes and meet tomorrow's needs.

Ready to learn what a constituent-first approach can do for your agency?

Email licensingpermitting@unisys.com.

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