Modernize and transform licensing and permitting systems

Deliver a superior customer experience to residents and businesses

Decrease operating costs while boosting service revenues

Deploy in the cloud, on-premises, or in a hybrid model

Licensing and permitting are essential government services for residents and businesses. But often the processes involved in issuing or renewing a license or permit are slow, manual, and inefficient.

Appian helps agencies modernize legacy licensing and permitting systems, so they can reduce turnaround times and provide better customer service. The platform eliminates manual steps and enables automated workflows, intelligent routing, and concurrent application review by multiple departments—for more efficient operations and a superior customer experience.

With Appian, states, counties, and cities can move from paper applications and in-person payments to online permitting and licensing. Appian simplifies and accelerates the complex steps so agencies can provide residents and businesses with better service.

CUSTOMER SELF-SERVICE PORTAL AND MOBILE APPS

Residents and businesses can submit applications online 24 hours a day, seven days a week, and 365 days a year from their computers and mobile devices. They can upload and view documents, maps, plans, and drawings and track the progress of their applications. They can receive email notifications and status reports for application receipt, completeness, approval, payment, and permit or license issue.

To make this one-stop service possible, Appian delivers an online portal where residents and businesses can search for information about submitted applications as well as existing permits and licenses. Departments can also share reference material to help customers learn about the latest laws, regulations, and application requirements.

Agencies can build mobile apps that deliver a superior user experience and seamlessly integrate with their current IT investments. The Appian platform makes it easy to quickly develop and deploy mobile enabled apps—no coding required. Appian mobile apps integrate with Esri and other GIS apps to quickly find locations and deliver full access to all licensing and permitting functions. Mobile offline capabilities let users access and complete tasks from any device when wireless connections are unavailable.

LICENSING AND PERMITTING BUSINESS PROCESS MANAGEMENT

With Appian, workflows can be configured to automatically route applications to the appropriate queue, based on a department’s unique processes. Roles and workflow features ensure that all stakeholders perform their actions in a consistent manner and only access the items they have permission to view. Department employees can easily consolidate all application-related information into one place and simultaneously track progress across multiple applications.

Appian also lets agencies design as many templates as they need to manage their processes and define their workflows. Staff are able to review applications with associated documents and maps and request additional information. This streamlines reviews, approvals, and sign-offs for a wide variety of cases, documents, correspondence, and forms.

By tracking all information and associated documents for each application and case, Appian eliminates the need to transfer documents from one department to another. With all departments sharing applications, templates, and business processes, Appian makes it easy to collaborate across departments, and even federal, state, and local government organizations.

DASHBOARDS AND REPORTING

The Appian platform presents all relevant application and case information in a single, unified view. This lets staff quickly view tasks, cases, workload, and metrics from one dashboard and eliminates the need to open multiple applications and windows. Such a view of relevant information across all systems and data sources increases productivity and improves customer service.

For management, Appian enables insight through key performance indicators (KPI) and real-time reporting. Managers can track department performance, identify bottlenecks, and view employee workload and application process information from their dashboard. Appian’s workload management and reporting empowers managers to track all applications and activities and prioritize or reassign them based on workload. Staff and managers can also create custom reports and ad-hoc searches.
Appian for Licensing and Permitting

THE BENEFITS OF APPIAN LICENSING AND PERMITTING
Appian’s automated online permitting and licensing systems make it easier for residents and companies to do business with state, city, and county governments, contributing to economic development. The system promotes growth by providing permitting and licensing departments with the tools to address challenges related to overextended staff, increased demands, and pressures to improve the constituent experience.

OUTSTANDING CUSTOMER SERVICE AND INCREASED REVENUE
By providing services like initial applications, fee calculations, renewals, and real-time status updates online, departments reduce the need for residents and businesses to call to check their application status or visit offices and wait in line to submit paperwork. Appian supports this improved customer experience by automating manual processes and modernizing legacy systems.

Through decreasing staff time on manual processes, the automation of routine licensing and permit processes reduces turnaround times for new and renewal applications. This means that agencies receive revenue faster. Appian also helps departments recover lost revenue from late filing fees and lapsed renewals — which often go unbilled because of resource constraints and a lack of information.

Appian enables agencies to track and calculate fees, revenue, and assessments for permits, licenses, and applications. The platform supports the many fee and tax calculations required by state and local governments, including flat, incremental, variable, linear, percentage, and minimum fee structures.

LOWER OPERATING COSTS AND IMPROVED COMPLIANCE
Because customers submit required applications, reporting, documentation, renewals, and pay fees online, without having to come into the office, Appian helps agencies reduce costs. Mobile applications and an online portal for application intake and document submission mean that employees and customers avoid duplicate data entry. In addition, automated, online workflows prevent the errors and delays associated with manual and paper-based application processes.

Appian also helps agencies improve compliance with laws and regulations. The platform enables agencies to quickly respond to legislative, regulatory, and policy changes and reduce technical debt when delivering new applications and services.

Appian also extends the capabilities of current IT investments and legacy systems. Departments can store and manage the same business rules and process models for reuse by other legacy systems. In this way, the Appian platform reduces maintenance and support costs for licensing and permitting systems.

APPIAN ENTERPRISE LOW-CODE PLATFORM FOR STATE & LOCAL GOVERNMENT
With the Appian enterprise low-code platform, agencies can deploy applications faster and without coding. The platform offers significant flexibility over traditional solutions because it enables the rapid design, development, and deployment of government systems. Organizations can quickly implement applications that address their specific requirements and integrate with their legacy systems.

Appian delivers secure, consistent, and seamless applications across cloud, mobile, and offline environments. The platform delivers reusable apps and components, ensuring that new and enhanced systems can quickly meet changing needs. Departments can deploy their systems on-premises, in the cloud, or in a hybrid environment without limiting functionality or flexibility.

Appian Intelligent Automation combines the power of Artificial Intelligence (AI), Robotic Process Automation (RPA), and Robotic Workforce Management (RWM) with business process management and low-code development to deliver results quickly. Intelligent Automation can dramatically improve operational efficiency, customer experience, and staff engagement.

The Appian Intelligent Contact Center™ (ICC) empowers agencies to deliver integrated constituent services across channels and touchpoints, improving responsiveness. ICC uses dynamic case management, RPA, and RWM to increase staff productivity, streamline interactions, and reduce transaction processing time.