Unisys Permitting, Licensing and Compliance Using AMANDA™

Streamline and Simplify Regulatory Processes and Increase Economic Development

In communities all around the U.S., citizens and businesses rely on government agencies to provide order and stability in their lives. To ensure these communities are safe and desirable places to live, state, county, and local governments issue permits and licenses, perform inspections, ensure compliance, and conduct many other regulatory tasks. These processes can range from issuing parking permits to reviewing business license requests to conducting environmental impact studies.

In all of these cases, government organizations aspire to meet the expectations of business and citizen applicants who’ve grown accustomed to quick and interactive online solutions in the digital age. However, in today’s increasingly digital world, many agencies are finding their permitting and licensing processes are not living up to citizen expectations.

Challenges to the Permitting, Licensing and Code Compliance Process

As citizens become more adept at making payments to creditors online or using their smartphones to buy merchandise at any time, they want the same level of service and simplicity from their state and local government online systems. People are no longer willing to wait in long lines for what they feel should be simple administrative procedures. In fact, they’re not content to wait in lines at all.

An agency’s response time in issuing license and permit requests can also affect the prosperity of its constituents. Online permitting and licensing solutions that quickly and conveniently process commercial and residential requests attract the viable businesses and responsible citizens. Architects and contractors expect a zoning and permitting process that allows electronic filings and reviews. Such processes create a business- and citizen-friendly environment that can attract economic investments. When government agencies rely on paper forms and outdated legacy systems, routine requests like building permits and contractor licenses suffer unnecessary delays.

Although government organizations realize they need the right enterprise-wide tools and expertise to manage these compliance processes in a streamlined and efficient manner, their current systems are not easily modifiable to meet their evolving needs. What today’s state and local governments need is an integrated solution that lets them issue permits and licenses more effectively and efficiently, so they can meet the expectations of citizens, generate more timely streams of revenue and support the growth of their local economy.

Consolidate and Modernize Regulatory Processes Across Departments and Agencies

Unisys offers a configurable solution, built on the CSDC AMANDA™ platform, which provides a comprehensive permitting, licensing and inspection framework for state, local and county governments. The solution automates and integrates workflows to support reviews, exams, renewals, audits, fees, investigations, legal actions and compliance activities.
Unisys’ Document and Content Management System, InfoImage, can also be incorporated for enterprise content management (ECM), imaging and web technologies to form a fully integrated solution. This is in contrast to other permitting solutions on the market, which don’t include document solutions as part of their package and require customers to seek third-party solutions.

The Unisys Permitting, Licensing, and Compliance solution can be on-premise or fully managed on the cloud as a software-as-a-service (SaaS) solution. Unisys uses an Agile development methodology, and Unisys consultants work directly with a government organization’s IT staff to configure a solution to meet specific needs.

An Integrated Solution for Today’s Digital Citizen

To create just the right solution for a government agency’s specific permitting needs, Unisys assesses their current environment, services and procedures to create an optimized solution. Here are some of the comprehensive processes the Unisys Permitting, Licensing, and Compliance solution provides:

- **Application Consolidation** – Maps business processes across departments, enabling the convergence of disparate systems to create a common framework with full functionality for all types of permits and licenses.
- **Enhanced Performance Through Modernization** – Consolidates and retires expensive older applications to ensure secure, faster and efficient issuance of licenses and permits, while reducing costs and the need for manual handoffs.
- **Improved Financial Management** – Integrates with government financial management systems to improve accounting practices and collection of fees and penalties/fines, ensuring stronger compliance and enhanced transparency.
- **Improved Stakeholder Service** – Securely supports multi-channel access, which enables license and permit applications from mobile devices and online channels including electronic submission of supporting documents.
- **Improved Government Efficiency** – Deploys unified multi-purpose systems which consolidate functions, reduce or eliminate paper, paper storage and manual processes while increasing productivity and optimizing case management.
- **Productivity for the Mobile Workforce** – Allows employees to use mobile devices in the field to conduct inspections and manage their workload while providing them access to the data they need, increasing the productivity of inspectors and other field personnel.
- **Security and Privacy Protection** – Secures data access to authorized employees with audit trails and variable access rights across departments, ensuring privacy.

The Unisys Advantage

Unisys is your partner when it comes to transforming citizen experiences with digital capabilities that improve engagement and make governments more efficient. We deliver robust services and solutions based on the Hybrid IT model, combined with deep government sector experience to help local, state and national agencies transform through digital technologies. Unisys Digital Government services and solutions are available to all state, local and education organizations. For faster value realization, this solution is also available under the WSCA and NASPO procurement vehicles.

A Simpler Way to Support Permitting, Licensing and Code Compliance

State, county and local governments are under pressure to create efficient administrative processes that deliver a satisfactory experience to business and citizen applicants. Achieving this goal requires a technology platform that can successfully integrate disparate systems and deliver a seamless and accessible experience for all users.

Unisys helps government organizations make a smooth transition to a modern, end-to-end solution that meets their specific permitting, licensing, and compliance needs – while also meeting the expectations of digitally-savvy citizens. The Unisys Permitting, Licensing and Compliance solution consolidates and modernizes the many disparate regulatory processes governments employ across their various departments and agencies. It also lets state and local governments grow revenues for licensing, permitting and fines – and create a more productive climate for economic growth at all levels.

Unisys is a global information technology company working with government clients across the globe to drive innovation and transform citizen-centric services through leading-edge digital initiatives including cloud deployments, applications, security solutions and advanced data analytics. Supporting more than 300 government organizations around the world, Unisys provides IT consulting services and delivers innovative solutions that facilitate the transition to Digital Government. For more information on Unisys’ Digital Government solutions and impact, visit: www.unisys.com/digital-government