

MODERN LICENSING AND PERMITTING

Engage Customers | Empower Employees | Adapt Quickly

What does non-compliance cost?



1 in 3

US workers need at least one license or permit¹

300+

License and permit types in a large state

\$9.9M

Cost to a state government of a one-week delay³

Make compliance easy and gain revenue

Are you online yet?



92%

prefer to engage online

45%

want it to be easier to find answers⁵

\$Mil

saved with 94% Web self-service and 50% decrease in emails⁶



Make it easy for customers to engage with you

How empowered are your employees?



38%

of permit applications aren't tracked by agencies⁷



43%

of applications have no set decision timeframe⁸



95%

faster processing with modernized licensing and permitting⁹



Make it easy to serve customers

What's stopping you from changing?

#1

barrier to adapting policies quickly is inflexible technology¹⁰



119

systems on average, resulting in fragmented service and duplication¹¹



80%

faster policy implementation with flexible technology¹²



Easily adapt to the needs of your organization

Can you afford to keep waiting?



97%

faster policy updates¹

95%

quicker case processing¹⁴



52%

lower error rate¹



Deliver a modern government experience

MODERN CUSTOMER EXPERIENCE means you



ENGAGE CUSTOMERS



EMPOWER EMPLOYEES



ADAPT QUICKLY

Start modernizing today: www.oracle.com/cx

1. The Economist, "Tourists beware: A report from the seamy underworld of unlicensed tour guides," May 10, 2014
2. New York State, Department of Motor Vehicles, 2012
3. Foundation for Government Accountability, "The Cost of Bureaucratic Delay," 2012
4. Harris Interactive, Digital Government Institute, 2011
5. Ibid.
6. New York State, Department of Motor Vehicles, 2012
7. Washington Policy Center, "Two New State Studies Say Regulatory Relief is a Priority," January 10, 2014
8. Ibid.
9. Oracle OpenWorld, Oracle Policy Automation Customer Interviews, 2000-2014
10. O'Keefe & Company, Global CX Survey, 2013
11. PricewaterhouseCoopers, "Transforming the citizen experience," 2012
12. Ibid.
13. Oracle Policy Automation customer interviews, 2000-2014
14. Ibid.
15. Ibid.