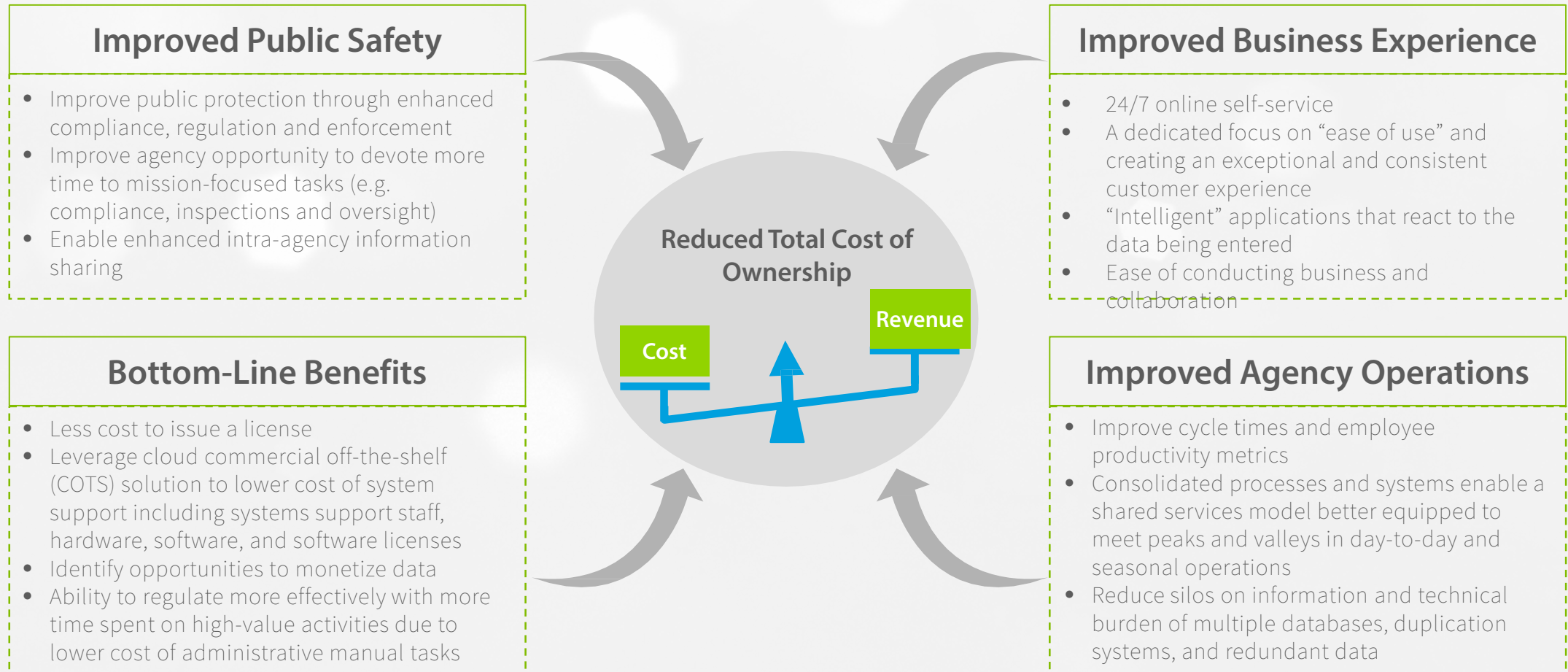


MODERNIZING GOVERNMENT SERVICES



MARKET FORCES

Leveraging digital technology for government agencies is **key to lowering costs and driving economic development initiatives**





STATE OF OHIO

DIGITAL STRATEGY



CHANGE IMPERATIVE

The State of Ohio found itself with a familiar set of challenges



Citizen Experience

Very few transactions were available online – including a lack of online applications

The self service and paper transactions lacked consistent and timely communication points



Federated Agencies

Professional license holders frequently had multiple interaction points when they held a license with multiple boards

Boards operated on a single platform but with customizations and data silos across 27 boards



Aging Technology

The package technology had become dated and hard to maintain and keep stable

Performance was an issue to troubleshoot inside current infrastructure and proprietary software



Attracting Talent

Technology staff maintaining the current system are nearing retirement and it has proven difficult to find new staff to maintain the legacy system

THE TRANSFORMATION JOURNEY

Single View of the Citizen



Hybrid Agile Approach



Measurable Results Since Release 1

Boards save 1200 hours on average



Going Paperless



Digital Transformation Enablers



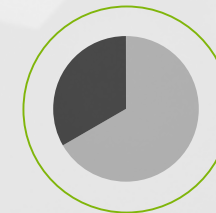
Creative Driven User Experience



Mulesoft Integration Platform



BasicGov appexchange partner



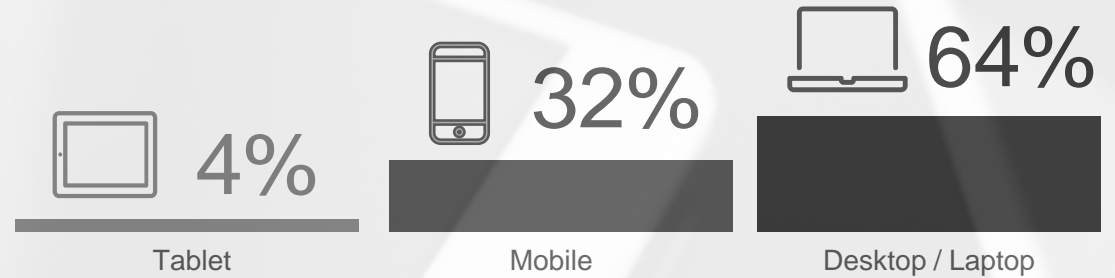
32% Mobile Adoption

License processing time cut 57%



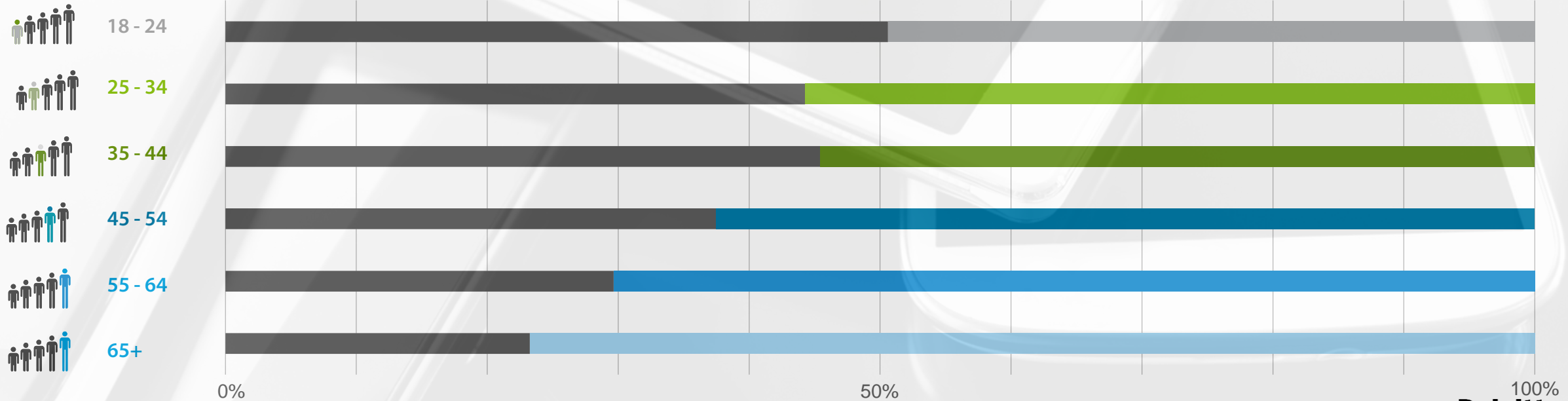
MOBILE IS A REQUIREMENT

Measure your audience and know their needs



*These numbers were taken off the State of Ohio eLicensing site from September

Percentage of Mobile vs. Desktop Users by Age



businessCONNECT



October 19th State of Ohio Featured Webinar

https://carahsoft.adobeconnect.com/_a20595625/p56j2ojvjud/?OWASP_CSRFTOKEN=c6b104ce4e38917376351e5d6eed1c23b153ad20ccdbf33ed5b52cc6bd7254ff



GOVERNMENT

A faded, grayscale background image of a railway track. The tracks run from the foreground towards the horizon, where a small figure of a person is visible. The image is semi-transparent, allowing the text to be clearly visible over it.

QUESTIONS?