

License Processing Delivers on Promises



Image API performs the backend work of processing license requests and renewals, delivering faster and saving client resources.

Whether your department provides an online service for constituents to apply for or renew licenses or continues to meet license requests in more traditional ways, Image API can help you on the “backend” to speed up delivery, save money, and meet all regulatory requirements.

Meeting customer demand for licenses requires a great deal of “processing horsepower,” including mailroom operations, document imaging, business rule application, payment processing, and many other steps. On top of that, you need management and administrative staff. You also need systems to track performance, reports to measure effectiveness, and audit trails for financial oversight.

These operations require an enormous amount of overhead in buildings, equipment, personnel, staff training, and associated costs. It can be a difficult operation to manage in other ways as well: Seasonal fluctuations in demand may create staffing issues and budgeting challenges. A heavy reliance on manual processes may cause delays during busy periods and, ultimately, create constituent complaints.

Image API is a cost *and* performance-effective alternative. We have years of experience performing these operations for government entities. We have the personnel (and staffing flexibility), facilities, automation, technical and production support, and track record to help you become 100% successful in delivering licenses on time, on budget, with performance tracking and audit trails as part of the package.

A Case Example

Image API developed a seamless processing system combined with practices to ensure accuracy and confidentiality unmatched in the country. What the agency was doing manually with a turnaround of up to six weeks per license, Image API is now accomplishing within a scheduled three-to-five-day turnaround. That includes the mailing of renewal notices to licensees; processing returns on renewals and first-time applications; processing payments, and mailing licenses and other documentation back to applicants. We meet all federal and state privacy and confidentiality regulations requiring a highly secure operating environment. Every step of Image API’s process is monitored or audited for confidentiality and financial security.

Contact Image API

Image API offers similar opportunities to help you stay focused on what’s most important to your organization. For more information **ABOUT US**, go to www.ImageAPI.com or call 1-877-560-4274.