eLicensing System

What is it?

eLicensing System is a one-stop portal for licence, compliance and portfolio management of the business licensing application processes involving multiple government agencies and ministries. Apart from standardising the overall user experience, the solution will offer a streamlined platform for citizens & businesses to apply or renew a multitude of licences conveniently and efficiently.

Why the need?

Government authorities handling licensing activities often spend substantial amount of time processing paperwork, payment, generating reports, managing workflow and compliance. Time and resources tied up in all these administrative work could be better deployed in core tasks such as providing regulatory oversights, enforcements, analysis and enhancements.

Likewise, it is also time-consuming for the applicants to navigate through the confusing paperwork and submission procedures, especially when it involves multiple licences from different authorities.

Applying for licences can be both a time consuming and confusing process

For example, setting up an eatery often requires interactions with multiple authorities:

- a zoning licence to certify that the premise has been zoned for food sale
- a licence from the Environment Authority to endorse the use of proper food handling procedures
- a waste management licence to certify that proper food waste management are in place
- a public entertainment licence to play music in the eatery for entertainment
What we offer

- **Domain Knowledge**
  CrimsonLogic’s expertise is honed through years of extensive electronic licensing systems implementation around the world. We have a comprehensive understanding of the licensing lifecycle, including complexities arising from licence dependencies, payment configurations and compliance management.

- **Modularity**
  We understand that different licensing authorities have diverse needs and this is the reason why our eLicensing System is modular in nature. Different modules can be put together to suit the needs and budgets of disparate licensing authorities and their levels of eGovernment readiness.

Sample Technology Roadmap

**Stage A**
Does not replace existing system of how cases are routed to other government agencies

**Stage B**
Replaces existing system of how cases are routed to other government agencies but not their backend systems
Benefits to Government

- **Improve Productivity**
  eLicensing System coordinates the workflow of multiple officials in different government agencies. Decision making can be automated through in-built business rules; government agencies enjoy cost savings in the form of faster transactions and lower manpower costs.

- **Improve Quality of Data Collection**
  The use of electronic forms will eliminate illegible handwriting and transcription errors. Data verification checks can also be built into these electronic forms to prevent erroneous data from being entered.

- **Improve Data Recall, Reporting & Analytics**
  Unlike paper documents, real-time electronic data can be retrieved almost instantly by approved users in authorised locations. This allows for live status reporting and improved ways to analyse information.

- **Improve Ease of Doing Business**
  Improving the licence application processes will contribute positively to the ease of doing business. This will encourage both domestic and foreign direct investments, invariably spurring economic growth.

- **Improve Governance, Compliance, Accountability & Service Levels**
  Electronic workflows automatically track changes to ensure that both applicants and agency officers adhere to the processes and regulations. The audit trail mechanism enables easy identification of bottlenecks.
Benefits to Applicants

- **Reduce Application Time and Effort**
  eLicensing System allows applicants to identify and simultaneously apply for all related licences. Applicants do not have to repeat the same set of information across multiple licence applications as common data are automatically populated. Together with automated decision making and better backend coordination, our eLicensing System substantially cuts down the licence application time.

- **Anytime, Anywhere Access**
  Unlike the manual application method, applicants can access the eLicensing System anytime, anywhere; eliminating time, costs and manpower associated with physical travelling.

- **Better Transparency**
  Applicants can monitor the status of their licence applications through an optional facility for self-service inquiry.
About CrimsonLogic Pte Ltd

CrimsonLogic is a trusted partner to governments. For over 25 years, CrimsonLogic has worked with governments around the world to find innovative and sustainable solutions to collaborate more seamlessly with their citizens. The company has continued to set industry-standards by delivering the world’s first eGovernment solutions. CrimsonLogic provides end-to-end services, from designing to operating these services to drive substantial and lasting improvements.

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