

# Licensing & Permitting

Deliver more positive citizen interactions by streamlining and automating your licensing and permitting processes. With Nintex Licensing and Permitting, you can move this critical function online while maintaining the flexibility to adapt to your permit and license types, approval processes, and business needs.

## Deliver better citizen interactions

As people do more and more of their daily business online, what they expect from local and regional governmental agencies has fundamentally changed. They expect online options, short processing times, and proactive communication. Meeting these expectations delivers satisfaction while simultaneously improving your productivity and reducing costs.

Unfortunately, the core systems used to automate public sector operations fall short when applied to licensing and permitting. They are often expensive, inflexible to deploy, and take a long time to implement. As a result, agent efficiency is reduced, wait times increase, and citizen satisfaction plummets.

Organizations need flexible, cost-effective online licensing and permitting capabilities that reduce processing times to meet evolving citizen expectations.

### Nintex Licensing and Permitting

Nintex Licensing & Permitting helps organizations move their license application and approval processes online. It enables your constituents to apply and track licenses and permits, meeting their desire for online interactions.

It also automates process orchestration so your organization can reduce errors, processing times, and citizen wait times. Instead of tedious tasks and inquiries, the solution helps you to free up staff to focus on mission critical work.

The solution's "configure, not code" approach implements rapidly, improving your organization's time to value and total cost of ownership. Unlike legacy public administration solutions, the platform is flexible and works within your existing software ecosystem ... and at a fraction of the cost.

# The power of Nintex Licensing & Permitting

## Improve processing efficiency and productivity

Significantly streamline workflows and reduce manual tasks and delays, enabling more rapid approvals and renewals. Time savings translate into lower costs and improved productivity for your organization.



*Make it easier for your team to manage and deliver their workload.*

## Elevate employee morale

Automating mundane, time-consuming tasks enables personnel to focus on higher value activities. When your team solves big problems and helps members of the community, their job satisfaction skyrockets.



*Empower your agents to address issues rather than just give status updates.*

## Deliver positive citizen experiences

Applicants can submit and track applications online, reducing the need for in-person visits or follow-ups. Improved processing times and reduced error rates help to address the citizen desire for greater efficiency and a migration of services online.



*Meet your citizen's desire for online processing ... give them the interactions they want, how they want them.*

## Capabilities

New Application

Parking Permit (simple)

(No Title)

Name \*

Your name, please

Verify information \*

Check the box to indicate that you've reviewed all information carefully.

Get to Test mode

### Standardized applicant portal

Citizens can sign up for an account, submit applications, check application status, see payment history, and complete additional tasks, all tracked through an external-facing portal.

Permit Central

Short Term Rental Permit

Get to Test mode View Close

1 Name 2 Process Steps 3 Application Form 4 Permit Document 5 Applicant Guide 6 Review

Which steps are required for reviewing and issuing this permit type?

Pay Application Fee First Review Second Review Third Review Pay Permit Fee Generate Permit Signatures

Pay Application Fee £

Have the applicant pay an application fee as part of the application submission process. This fee will be collected through Stripe. In Stripe, copy the link of the Payment Link that you created. It should follow this format: <https://buy.stripe.com/payment-link-si->

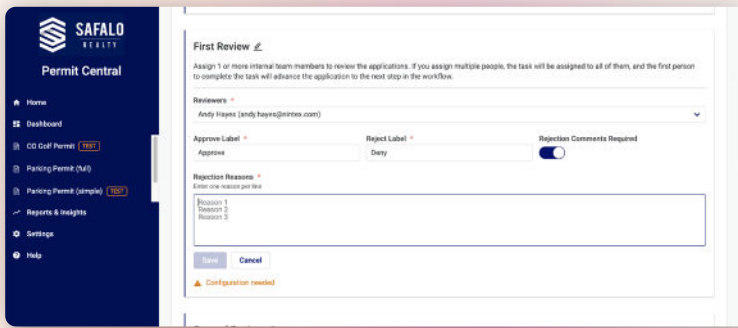
Get to Test mode

Configuration needed

First Review £

### Define and manage licenses and permits

Agents can define and modify permit and license types through a simple wizard setup.



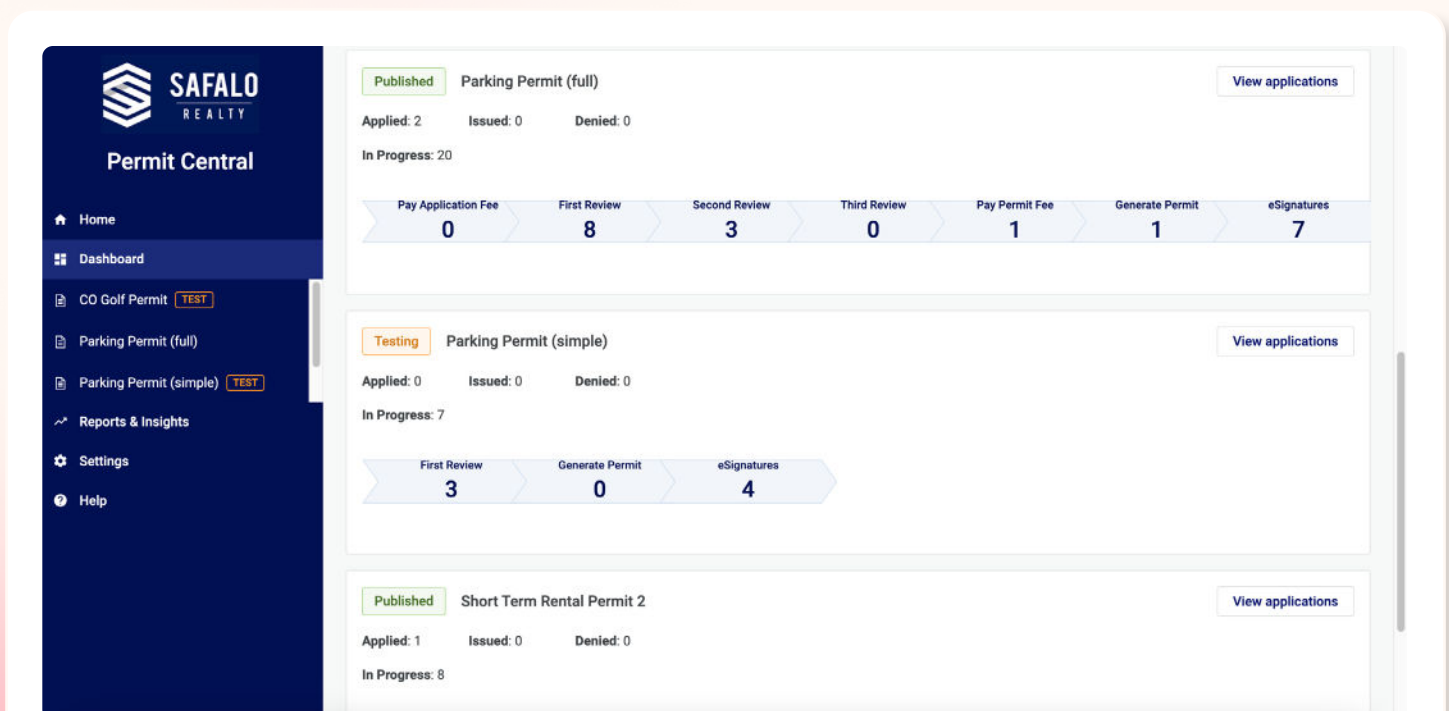
## Customize approvals and signatures

For each license and permit type, you can modify the approval process, collect payment and collect eSignatures. Define and generate permits for citizen applications.



## Internal administration portal

Manage permit types, complete assigned tasks, see submitted applications, and view KPI reports.



**Nintex Licensing & Permitting lets you streamline your citizens' application and approval interactions so you can deliver a more positive and efficient experience throughout this process.**



## Learn More

At Nintex, we believe intelligent automation can remove friction from work and inspire teams to build a culture of efficiency that accelerates business success.

For more information about Nintex Apps, visit  
[www.nintex.com/process-automation/app-development](http://www.nintex.com/process-automation/app-development)

