

WHERE TO START

5 steps to replacing your licensing system

Not happy with your current system, but not sure where to begin? You don't need every answer yet. You need a first step. Work through these five, then share this sheet with your director or board.

1

Write down what's broken

Ask the people who use the system every day. Their list becomes your case for change.

- ☐ Where do renewals get stuck or delayed?
- ☐ Which reports take hours to pull together?
- ☐ Write down your top five problems
- ☐ What still happens on paper, email or spreadsheets?
- ☐ What do licensees complain about most?

2

Map how a license moves today

Follow one license from application to renewal. You will quickly see where time is lost.

- ☐ Application and document intake
- ☐ Payments and receipting
- ☐ Circle every handoff, manual step and workaround
- ☐ Review, approval and issuing
- ☐ Renewals, inspections and continuing education (CE)

3

Define your must-haves

Keep the list short. Must-haves first, nice-to-haves later.

- ☐ Online applications and renewals
- ☐ Inspection and compliance tracking
- ☐ Licensee self-service portal
- ☐ Online payments
- ☐ CE tracking
- ☐ Reporting your board and auditors can trust

4

Line up your people and budget

Knowing who decides and when money is available tells you when to act.

- ☐ Who makes the final decision?
- ☐ When does your fiscal year start?
- ☐ Who funds it, and from which budget?
- ☐ When does your current contract or support end?

5

Choose your path

Ask every vendor the same questions so you can compare fairly (see page 2).

- ☐ Upgrade what you have
- ☐ Move to a true-cloud platform
- ☐ Replace it with a new system
- ☐ Shortlist 2 to 3 options to review

10 questions to ask any licensing vendor

Ask every vendor the same questions, in the same order. It makes the answers easy to compare side by side.

- 1 Can licensees apply, renew and pay online from any device?
- 2 Is it true cloud (Software as a Service), or hosted legacy software?
- 3 How does licensing connect to finance, accounting and cash receipting?
- 4 Can we set up license types, fees and workflows without custom code?
- 5 How are inspections, complaints and CE tracked?
- 6 How long does a typical implementation take, and who does the work?
- 7 How will you move our historical licensee data?
- 8 Who owns our data, and how do we get it out if we leave?
- 9 What do ongoing support and upgrades cost each year?
- 10 Can we speak with a current customer that runs a similar program?

Our notes



About GovSense

GovSense is a true-cloud Government Resource Planning (GRP) platform built on Oracle NetSuite. Licensing, finance and operations work together in one system, so licensees can apply, renew and pay online, and your team spends less time on paperwork.

Want a second opinion on your list? Visit govsense.com or reply to our email.