Salesforce Licensing, Permitting, and Inspections | LPI

Key Challenges Faced by Government Agencies and Citizens

Inconsistent Presentation of Information

- Difficulty locating the correct form(s), including dependencies, on the right website
- Difficulty navigating the requirements, prerequisites, processes, and timelines for various permits and licenses
- Difficulty understanding the various licenses, permits, and dependencies required by business type
- Disparate locations for tracking applications, uploading required documents, managing authorizations

Lack of Visibility Into Processes and Timelines

- Lack of adequate visibility into application details, such as timeframe for each stage, status, and next steps
- Disparate sources of information need consolidation, per compliance and enforcement officials
- Separate systems for processing various applications, leading to increased turnaround time and poor collaboration across departments

Manual Processes and Lack of Coordination

- Inconsistent and fragmented processes
- Inefficient dependencies on reviewers, multiple approvers, and inspectors for manual relay of updates
- Segregated views of applicant information and history
- Inefficient process for coordinating reviews, approvals, and issuing notifications

Disconnected Systems and Redundant Paperwork

- Time-consuming processes for inspectors to plan visits, manually submit notes, and complete various forms
- Difficulty associating inspection photos and videos with predefined regulatory codes and violations
- Lack of mobile app to view regulatory codes, check license/permit details, capture findings, or assess violations
- Excessive post-inspection follow-up work

Inadequate Risk Analysis for Reducing Bottlenecks

- Lack of executive insight into customer engagement and application processes
- Inadequate support for making data-driven decisions