

National Marine Fisheries Service (NMFS) Permit Landings and Reporting System (Permit Shop)

Aquilent's multichannel application enabled NOAA to streamline the permitting process and increase annual fishing permits issued from just a few hundred to nearly 45,000 in a relatively short period of time—cutting costs and increasing revenue.

the objective_

NOAA wanted to move away from a disparate “stovepipe” paper permitting system, which was a slow process that required users to wait a long time before receiving their fishing permits. NOAA not only needed a solution to handle the mailed and faxed permits, it also wanted to increase the accuracy and speed of the permitting process.

the solution_

After assessing the current processes and requirements, the Aquilent team and NOAA decided that it was most important to have the ability to capture all incoming permit data in a central repository. With this primary goal in mind, Aquilent sought out and worked with a variety of vendors to achieve a successful implementation.

Aquilent's permitting solution includes a website to capture and approve permits, capturing faxed information into the same central permit database, and an Interactive Voice Response (IVR) application and a team dedicated to completing fishing permits over the telephone. The solution allows for credit card purchases for each type of application while ensuring that the central database repository is secure and compliant with current government regulations.



The Payoff

Aquilent was able to complete the solution for hosting multiple applications and their associated teams within a six-month time frame. As a result, NOAA has increased its permitting from a few hundred just a few years ago to nearly 45,000 permits processed annually. Aquilent's multichannel permitting system gives users greater flexibility in purchasing permits, while keeping operating costs low. The majority of users are able to purchase permits without customer service assistance. More than 60% of constituents now purchase permits online.

HIGHLIGHTS

- > Reduced permit receipt time from weeks to minutes.
- > 60% of permits are now issued online.
- > Self-service options reduce overall operating costs.
- > Improves overall customer service.
- > Facilitates online payment and renewal.
- > Enables online issuance and automatic fulfillment.

AWARDS

- > 2004 CIO Team Award
- > 2000 National Partnership for Reinventing Government (Silver Hammer) Award

