

Implementing Digital Government Solutions

without Taxing your Funds or Resources

GOVERNMENT FINANCE OFFICERS ASSOCIATION

OCTOBER 2017



Who is SC.gov?

- ▶ Partnership between the State of South Carolina and South Carolina Interactive to deliver digital government services
- ▶ Statewide contract
- ▶ Governance through the eGovernment Oversight Committee
- ▶ South Carolina Interactive is a team of 20 located in Columbia, SC solely dedicated to creating and delivering services in partnership with SC government entities
- ▶ Leverage the full resources of NIC to make South Carolina's portal a success

Who is NIC?

- ▶ Developed the first eGovernment services in 1992 in the State of Kansas
- ▶ Have 30 state contracts for enterprise eGovernment services
- ▶ Provide more than 12,000 eGovernment solutions for more than 3,900 federal, state and local agencies in the United States
- ▶ Employ more than 900 dedicated eGovernment specialists

Core Values

Trust – *be transparent and align our success with our partners' success*

Integrity – *be honest and approach our work as a public service*

Responsibility – *consider what is best for our partners and those they serve*

Passion – *be dedicated to making a difference and enhancing government every day*

Innovation – *harness the latest technology and generate creative ways to enhance government*

Family – *give 100 percent at work; give 110 percent at home*

Community – *use your time, talents, and treasure to give back to your community*

NIC FOUNDING PRINCIPLE

To be the best partner government has ever had

OUR MISSIONS ARE ALIGNED

Government's goal is to deliver better government services to its constituents

Our mission is to help you make government interactions more accessible for everyone



What Does SC.gov Provide?

Custom Application Development and Enterprise Services:

- No development or infrastructure costs to the agency
- Includes
 - Hosting
 - Customer Support
 - Technical Support
 - Marketing
- No need for RFP and formal procurement process
- From proven eGovernment specialists
- Opportunity to reduce operating expenses and increase efficiencies



Core Model Benefits You



\$13 *Per transaction saved when providing services online vs. offline*

Speed to market

Higher customer satisfaction

Redirect resources



Enterprise Services

Accept online, OTC and
mobile payments

Event Registration

Build and Manage
your web site

Application Engine –
Form Builder Platform

Mobile Event Agenda

Online Storefront

Palmetto Pay



PAYMENT PROCESSING

Quickly deliver electronic payment services from multiple channels.



PAYMENT INTEGRATION

Securely collect payments from your Web applications and integrate with your back-end systems.



PAYMENT MANAGEMENT

Manage every aspect of the payment life cycle.

- All major credit cards and electronic checks (ACH)
- Competitive fee structure that allows fees to be absorbed by the agency or passed on to the customer
- SC.gov handles 1st level customer support and coordination of chargebacks
- No set up fees, maintenance charges or monthly minimums

- Mobile-friendly entry page development for partners who are unable to interface from their back-end systems
 - Our payment solutions encompass the full life cycle of payments, from origination to disbursement to reporting.
-



More than 150 Partners and 975 Services

Department of Insurance

- Licenses, Renewals, Continuing Education Payments and more

Department of Education

- Transcripts, Diplomas and more

Department of Motor Vehicles

- Duplicate Registrations, Reinstatement Fees, and much more

Lexington, Richland, Greenville, Anderson Counties

- Tax Payments, Child Support, Business Licenses, Utilities, and more

City of Columbia, City of Newberry, City of Charleston

- Water Payments, Business Licenses and more

Payment Processing - an important component of enterprise digital government services

MORE
4.8 Million
Transactions Processed
in 2016



THAN
37.9 Million
Processed since 2005

MORE
\$299 Million
Funds Collected
in 2016



THAN
\$1.5 Billion
Funds Collected since 2005

350 million
\$26 billion

In government payments securely processed in 2016 by NIC's proprietary payment engine and customer billing system built for exclusively for government



Palmetto Site Builder

Moving to Drupal 8 Platform

- No technical knowledge required
- Template driven
- SC.gov provides at no cost:
 - Design assistance
 - Training
 - Hosting



SC.GOV
The Official Web Site of
the State of South Carolina

Application Engine Platform

▶ Wizard Style Forms

- ▶ Contact Form
- ▶ Surveys
- ▶ Sign-up / Registration Apps
- ▶ License / Permit Renewals
- ▶ Lookup Apps
- ▶ Event Registration
- ▶ Online Order Form
- ▶ Complaint Form

▶ With Payment

← Any of these

- ▶ Tax Payments
- ▶ Utility Payments
- ▶ Fines
- ▶ Donations



City of Spartanburg's Online Hospitality Tax

Welcome to the City of Spartanburg's Online Hospitality Tax application.

You may now pay your required Hospitality Taxes online. We are only accepting **On Time** payments online, if your payment is late, you are required to fill out the [Paper Form](#) and mail it in with a check.

Business Information

* Business Name

Palmetto Event Registration

- Configurable registration form for conference sessions, meals, speakers
- Configurable Fees by registration type and activity – free events are supported
- Custom email notices to attendees
- No set-up or maintenance costs

Mobile Event Agenda

My Events2Go

- User-friendly mobile app – Android, iOS and Windows
- Enter event agenda and keep attendees updated with important announcements
- Users can save agenda items to their calendars
- Display speaker bios, sponsors, local info and more
- No maintenance costs

Palmetto Online Storefront

Establish an online store

- Customizable banner and color scheme
- Add items available for sale
- Email receipts and notices for customer and agency
- Customers can pay by credit/debit card or ACH
- No set-up or maintenance costs

Custom Application Development

When “one size fits all” doesn’t fit

Customized to meet agency needs

Cost-effective – very expensive solution provided at no development cost to government with no ongoing maintenance costs

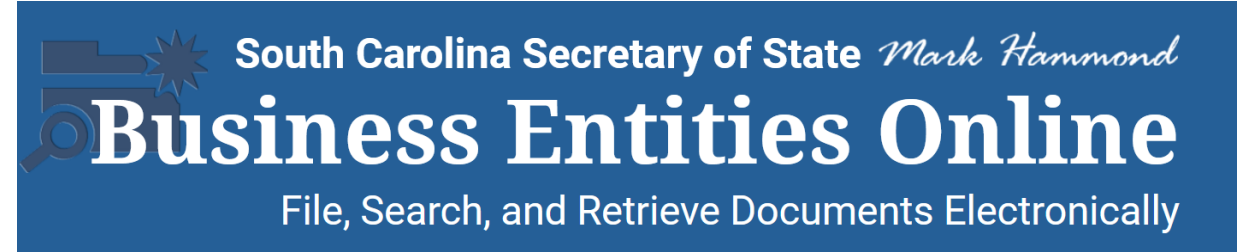
Increases agency efficiencies and/or reduces operating costs

Pro-citizen – gives citizens the self-service they want

Examples



SOUTH CAROLINA
Department of Natural Resources
Online Customer Service Portal



South Carolina Secretary of State *Mark Hammond*
Business Entities Online
File, Search, and Retrieve Documents Electronically

The banner has a dark blue background. On the left, there is a magnifying glass icon over a document icon. The text is white and centered.

ALIGNED SUCCESS

People want to use their device to do what they need to do online

Why should government be any different?

Constituents benefit from the online convenience

SCI benefits when online services are used

Government agencies benefit by delivering more services to constituents & avoiding costs

What does this look like for your agency?



Just ask your peers at these agencies:

Office of the Secretary of State

Dept of Health & Environmental Control

Comptroller General's Office

Lexington County

Anderson County

City of Spartanburg

Francis Marion University

Dept of Natural Resources

Dept of Motor Vehicles

Dept of Consumer Affairs

Richland County

Anderson County

City of Columbia

Coastal Carolina University

Governor's Office

Judicial Dept

Dept of Education

Greenville County

Isle of Palms

City of Newberry

MUSC

and many more SC governmental entities



VALUE IN (E)-GOVERNMENT



We envision a world in which technology simplifies all interactions between government and those they serve.

DELIVERING VALUE

Lynn Sturkie

Director of Information Services

SC.gov has offered valuable services to County of Lexington for the past 10 years. Our initial offering of accepting Credit Card payments for Tax Bills has expanded to over the counter and online transactions for Animal adoptions, Building permits, Solid waste Collection Fees and Public Safety Incident reports. Every year, more and more citizens use this payment option. Additionally the County's website is hosted with content managed through SC.gov's service. We are able to update content easily and effectively at any time of the day. SC.gov support team is always available to assist us in new site design, payment options and general system support.



DELIVERING RESULTS

1207

**Applications and Services
since 2005**

55

**Applications and
Services in Q1Q2 2017**



How can SC.gov help?

- Reduce manual effort of staff
- Increase efficiencies
 - Web-enable applications and forms
 - Online credit card and/or ACH payments
 - Electronic storage rather than retaining paper forms

Help us help government: What solutions is your agency, county, municipality looking for to make connecting and serving your constituents easier?

What's Next?

YOUR PERSONAL ASSISTANT FOR GOVERNMENT

It's a fact: citizens can sometimes feel confused about where to turn for their required interactions with government, especially when dealing with multiple agencies. But as their personal devices have grown smarter, people now expect these interactions to be tailored to who they are and what they need. With Gov2Go, those expectations have been met – and surpassed.

Gov2Go is the first personal assistant for government. It's a nationwide solution that delivers essential federal, state, and local government services to citizens quickly and easily via the devices they use today, and includes convenient functionality like one-click payments.

[Want to know more?](#)



<http://scinteractive.sc.gov/>

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