

Agency ROI

Outside Reviews

100% improvement

- 5 agencies offering review decisions outside of the software
- 0 agencies

Equipment Needs

100% improvement

- Needed scanner, printer, label printer, postal service
- No equipment needed

Renewals

98% improvement

- 480 hours/staff to process
- 10 hours/staff

Applications Used

89% improvement

- 7 different software applications used to process applications
- 1 software application

New Applications

75% improvement

- 3.5 hours to process a liquor license application
- <1 hour

Other ROI

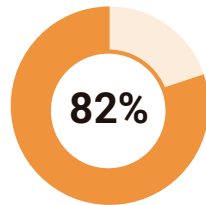
- + Easier to onboard new staff
- + New functionality
 - Seamless tracking of training certification for providers and sellers
 - Registering all brands sold or distributed in State

Licensee ROI



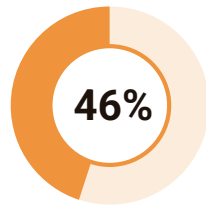
Shipper reports, receive & log each month

- Before: 25 hours/month
- After: 0 hours/month



Direct to Consumer annual reporting

- Before: 77 hours/month
- After: 14 hours/month



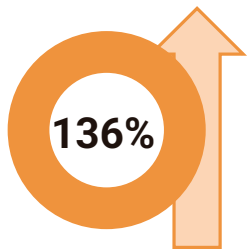
Decreased steps to complete when applying for a liquor license

- Before: 69 steps
- After: 37 steps

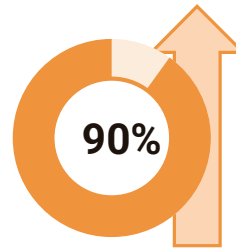
Improved Communication with Licensees

- Unable to provide notices to specific license types, now we can
- Significant increase in communication to licensees
 - DHHS Vaping Advisory to all licensees issued by email

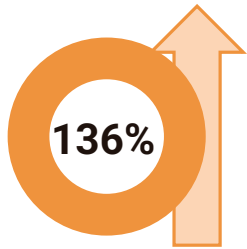
Public ROI



- Increased number of premise inspections completed
- 541 in 2023
 - 426 in first 4 months



- Completed inspections at problem locations or inspections to confirm compliance
- 40 minutes/inspection
 - 4 minutes/inspection



- Increased citations/hearings
- Before: 171 citations/hearings annually from inspections
 - After: 421 citations/hearings annually from inspections

Other ROI

- Better tracking violations of one-day, special event licenses for nonprofits
- Anticipate excise tax revenues and fine revenues to increase