

Customer Success Story –
New South Wales Department of Customer Service

Delivering a new digital licensing platform for New South Wales - digitally transforming regulation and driving economic benefits

Seeking a global leader in technology services, the New South Wales Department of Customer Service is working with Granicus AMANDA® and CGI to support a digital-first approach to licensing and regulation service delivery

The New South Wales Department of Customer Service is pioneering digital licensing services within Australia for residents, businesses, and internal staff. Funded by its Digital Restart Fund (DRF), New South Wales established the Licensing Program to move licensing online to simplify applying for, renewing, and evidencing licences across the state. However, to modernise, New South Wales understood that it could not rely on its existing, outdated systems and selected Granicus' AMANDA software to provide the core digitisation platform to underpin its broader e.Regulation strategy.

The Challenge

New South Wales wanted ways to make it quicker and easier for its customers, primarily citizens and businesses within the state, to adopt digital channels and self-service models, rather than relying on office opening times. Another priority was to create a seamless service that incorporated identity verification, automated approval processes and an integrated payment system – providing error-free licence application and renewal turnaround, from the comfort of citizens' homes or via their mobile devices. To achieve this, they recognised process simplification was key. They also wanted to build a strong digital foundation that included compliance and data analytics features to protect New South Wales communities as regulatory landscapes continue to change and evolve.

The Solution

Seeking a global leader in technology services, the New South Wales Department of Customer Service engaged Granicus AMANDA® following a robust procurement process, and its partner CGI, a global leader in independent IT and business consulting services, to support



The Benefits

\$40 million

in benefits realised across Licensing programs (e.g. time saved and costs reduced) 2021-2023

9,800 fewer

walk-in Service NSW Centre visits from the previous year as customers complete licensing transactions online

More than 40

integrated, digital services delivered for the Licensing Program as part of its Digital.NSW program



a digital-first approach to licensing. Granicus' AMANDA specialises in digitising the end-to-end forms and workflows required to manage permits, licences, and registrations for residents, businesses, and government, supporting schemes ranging from tradespersons, property and planning, to animals, gaming and environment protection. AMANDA also helps reduce the risk of human error or misplaced paper forms and streamlines the regulatory processes, making it easier to track and manage new licences and renewals over time, modify workflows when needed, collect licensing fees and reduce processing times. The system supports the digital issuance of licences through the Service NSW app and is tightly integrated with the Service NSW platform to optimise the customer experience and provide seamless and connected NSW Government services and digital transactions.

The Results

After initially selecting AMANDA, New South Wales chose a simple paintball marker licence to quickly develop and test an end-to-end digital licence workflow to launch the Licence.NSW platform. Residents, businesses, and staff were thrilled to see the time taken to submit and receive a paintball marker licence reduce from four weeks down to just four minutes on a mobile device. Now more than 20 thousand customers have applied for licensing across industries including Real Estate and Property (Certificates of Registration), Security, Conveyancing, Asbestos & Demolition and Design & Building practitioners, with more planned. Each digital licence includes checks to verify applicant identification, payment, and more - protecting the NSW community and helping to achieve \$700 million in economic benefits over 10 years.

For New South Wales, removing customer roadblocks and wait times by digitising licencing has helped the state meet contemporary expectations around customer self-service while making it easier for businesses to operate. With its Licence.NSW platform, New South Wales, powered by Granicus' AMANDA and implementation services from CGI, better serves its customers while driving operational efficiencies behind the scenes with staff.

About Granicus

Granicus connects governments with the people they serve by providing the first and only civic engagement platform for the public sector. Over 6,000 federal, state, and local government agencies and more than 300 million citizen subscribers power an unmatched Subscriber Network that turns government missions into quantifiable results. With comprehensive cloud-based solutions for communications, government website design, online service delivery, meeting and agenda management software, and records management, Granicus empowers stronger relationships between government and citizens. For more information, visit [granicus.com.au](https://www.granicus.com.au)

“Underpinned by AMANDA, the platform will facilitate the delivery of core and common end-to-end regulatory processes to better manage risk and make proactive evidence-based decisions.”

Cass Scott

Director, Regulatory Transformation
New South Wales

“We have very bold plans to yet again be the easiest and most secure government in the world [and] for our customers to experience.”

Karen Turner

Director, Licensing Transformation,
New South Wales

About CGI

Founded in 1976, CGI is among the largest independent IT and business consulting services firms in the world. With 90,250 consultants and other professionals across the globe, including 5 offices in Australia, CGI delivers an end-to-end portfolio of capabilities, from strategic IT and business consulting to systems integration, managed IT and business process services and intellectual property solutions. CGI Fiscal 2020 reported revenue is C\$12.87 billion and CGI shares are listed on the TSX (GIB.A) and the NYSE (GIB).

Learn more at [cgi.com/au](https://www.cgi.com/au).