



AUTOMATE BUSINESS LICENSING, HELP BUSINESSES GET OFF THE GROUND FASTER

Coherence Business Licensing is a one-stop platform for governments and businesses to digitally manage licences easily and effectively.

Digital licensing has become a prerequisite for pro-business environments. When governments automate and simplify licensing, they enable businesses to comply, help them to do what they do best and free them to devote resources to business growth.



COHERENCE BUSINESS LICENSING ENABLES A PRO-BUSINESS ENVIRONMENT

Coherence Business Licensing serves both business users and your digital government goals



Removing pain points

- ❌ Paperwork burden and misplaced applications
- ❌ Trips to multiple agencies and the manual task of duplicating data
- ❌ Compliance confusion and long waits
- ❌ Spending time and money on compliance



Increasing compliance

- ✅ Automated step-by-step guidance makes complying a breeze
- ✅ Eligibility criteria are checked and met
- ✅ Data is checked for accuracy and human error, reduced
- ✅ Licences are easily tracked and monitored



Boosting businesses and competitiveness

- ➔ Ease of complying increases ease of doing business; this also promotes entrepreneurship
- ➔ Transparent licensing processes encourage investor-friendly environments
- ➔ Businesses focus their resources on real growth
- ➔ Compliance strengthens corporate governance: companies become more ethical and efficient

BENEFITS FOR GOVERNMENT AGENCIES



Less manual work, more compliance

Automation reduces manual labour, paperwork and human error. It also ensures applications meet the criteria. As businesses no longer have to navigate complex licensing processes, more of them can comply.



Break down silos, enhance collaboration

A single licence application can involve multiple officers from different agencies. We enable the streamlining of processes by sharing data and coordinating tasks across agencies.



Data security assurance

Data is the most precious resource in the digital age, and data security must be a top priority. We have made data security a core requirement in all our implementations, and our approach is four-fold: authentication, authorisation, encryption and auditing.



Gain data-driven insights

Dynamic forms auto-fill fields with accurate information and reduce human error. All data is logged and easily retrieved for traceability. Our platform can also be integrated with business intelligence tools for rich visual data and smart inferences that support better decision-making.



Flexibility for the future

Our platform has been designed with scalability and flexibility in mind for future needs. As demand increases, we can scale up (server upgrading) or scale out (adding more servers). We also support both on-cloud deployment and on-premise installation.



BENEFITS FOR BUSINESSES



Get off the ground faster

Businesses spend less time figuring out compliance. New users conveniently use the licence recommendations while experienced users easily search for licences by category.



Peace of mind

Most want to legitimize their business but get confused about the regulations. We make the licensing process transparent, simple and predictable. Our seamless, user-centric design guides businesses through the requirements step by step and we alert on licence renewal.



Convenience on one platform

Businesses fill in their information only once, as it is shared across agencies. They can also apply for multiple licences at once, as well as track and manage them on one platform in the comfort of their office.



Save costs and resources

Some businesses spend thousands of dollars to comply with regulations. With Coherence Business Licensing, businesses can cut costs and optimise savings to offer greater value to customers.



FEATURES

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LICENCE CONFIGURATION TOOLS

Our tools allow agency users to manage automation by configuring licences, application forms and workflows.

- ▶ **Agency users** can add new licences and manage existing ones including their respective forms.
- ▶ Licence details, payment, supporting documents and other data can be configured.

BUSINESS LICENSING EXPERIENCE

We ensure a friendly digital experience that puts the user at the centre, no matter his or her proficiency level.

- ▶ Novice **business users** can use the Licence Recommender, which taps AI to identify their needs towards suggestions.
- ▶ Experienced users can search licences by browsing through the categories of “government agency” or “industry”.

FOR GOVERNMENT AGENCY USERS



Licence
Configuration Tools



Licence Application
Configuration

FOR BUSINESS USERS



Licence
Recommender



Browse by
Category

STREAMLINED LICENSING PROCESS

We simplify and streamline the entire business licensing lifecycle – from application to approval.

- ▶ Manual tasks are reduced for **agency users** with a simple approval workflow. Complex workflows are also supported.
- ▶ **Business users** enjoy convenience by adding multiple applications into a shopping cart for a single submission.
- ▶ Additional buttons enable easy follow-up action (amendments or clarifications). These can be configured for each workflow.
- ▶ Based on the selection, the Licence Recommender highlights commonly associated licences for the applicant's consideration.
- ▶ After approving, agency users can conveniently issue and print licences for the licence holders.
- ▶ Information and supporting documents are consolidated, so the applicant only submits them once. The data are automatically routed to the various agencies.

FOR GOVERNMENT AGENCY USERS



Workflow Processing



Request for Amendment/Clarification



Licence Issuance and Printing

FOR BUSINESS USERS



Single Submission for Multiple Licences



Dynamic Information Consolidation

FEATURES



360° VIEW

We provide a 360° View that presents useful information at a glance, so users know what to do.

- ▶ The Agency Dashboard offers **agency users** an overview of licence and application information. Depending on pre-set permissions, they are granted access to specific tools such as approval, revocation, suspension and reinstatement.
- ▶ Integration with third-party business analytics and intelligence tools are supported. Users can customise dashboards and reports for deeper insights.
- ▶ Upon login, **business users** can view application, licence and correspondence information at once. From here, they can easily manage their applications and active licences.
- ▶ An inbox stores past notifications and correspondences.

FOR GOVERNMENT AGENCY USERS



Application Management



Licence Management
(Revoke, Suspend, Reinstate)



Integration with Business Intelligence Tools

FOR BUSINESS USERS



Application Management
(Amend, Withdraw, Respond)



Licence Management
(Amend, Renew, Cancel)



Correspondence Inbox

PAYMENTS

Our payment system securely facilitates the collection of payments.

- ▶ Payments can be made online on any Internet-enabled device or offline through over-the-counter services at agencies.
- ▶ Integration with third-party payment services are supported. Current payment methods include credit and debit cards (Visa, Mastercard, Maestro and American Express).

FOR GOVERNMENT AGENCY USERS



**Secure
Billing**

FOR BUSINESS USERS



**Online and Offline
Payments**



WHY CHOOSE US

WE HAVE DEEP EXPERTISE

Coherence was developed over 30 years of international domain experience in digital government solutions.

WE UNDERSTAND WHAT YOU NEED

We have supported more than 40 countries with our products and solutions after assessing each of their unique needs.

WE WORK FAST

We combine our experience with global best practices to ensure quick and successful deployments.



Coherence enables governments to be more efficient and effective in delivering excellent public services. Our products and services automate, simplify and enhance processes for governments to create pro-business and pro-citizen environments, where relationships between agencies and communities strengthen and thrive.



To learn more about Coherence Business Licensing

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Our world-class digital government solutions, products and services create value for citizens and businesses. Together with governments, we enable digital transformation in communities around the globe to positively impact lives.