



North Carolina Department of Public Safety

Private Protective Services Board

Next Generation Application Experience

Permitium Case Study

PermitDirector
BY PERMITIUM

North Carolina Department of Public Safety

Mission: Safeguard and preserve the lives and property of the people of North Carolina through preparation, prevention and protection with integrity and honor

Headquarters: Raleigh, NC

Permitium Launch: August 2017



Life Before PermitDirector



Manual Handling of Documents

- Documents managed via mail, causing delays
- Corrections required back-and-forth mailing



Tedious Data Entry Tasks

- Heavy reliance on manual data entry
- Increased the risk of errors and inefficiencies



Absence of Tracking Mechanisms

- No systematic tracking of application status
- Applicants lacked visibility, causing frustration



Communication Challenges

- Lack of communication about application status
- Instances of lost applications

PermitDirector

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User friendly experience



Collaborative reports and dashboards



Detailed background check review



Organized processor workflow



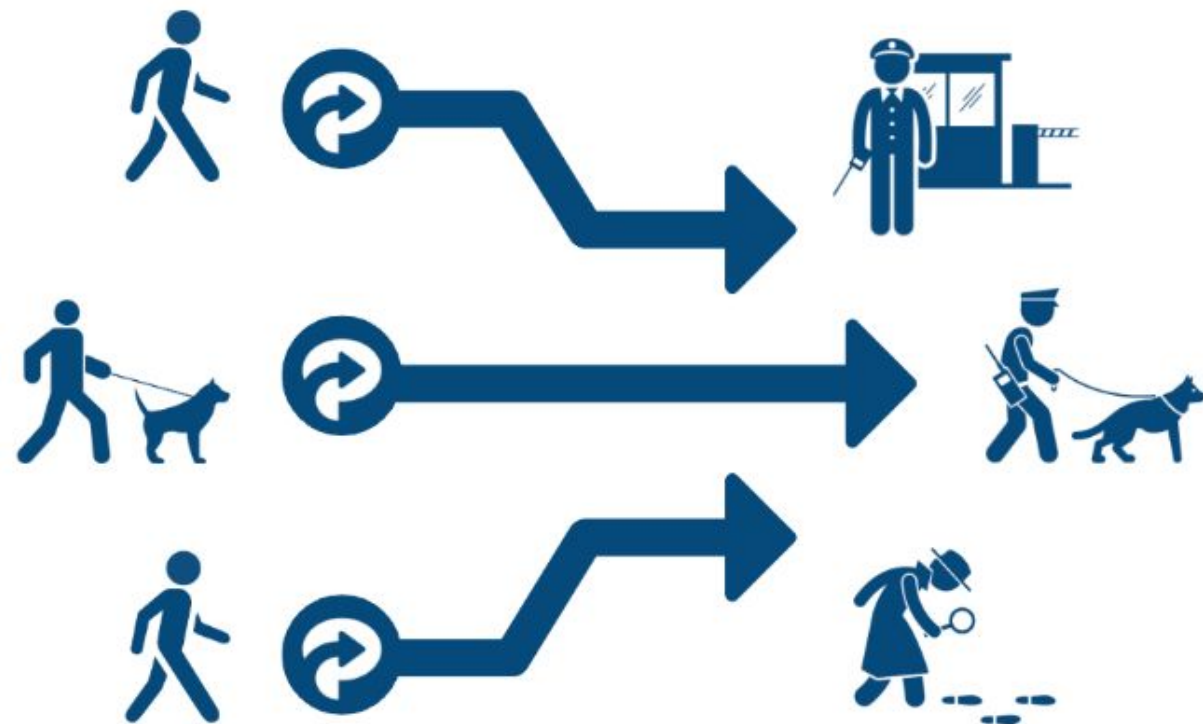
Private Protective Services Board



New Licensee Application



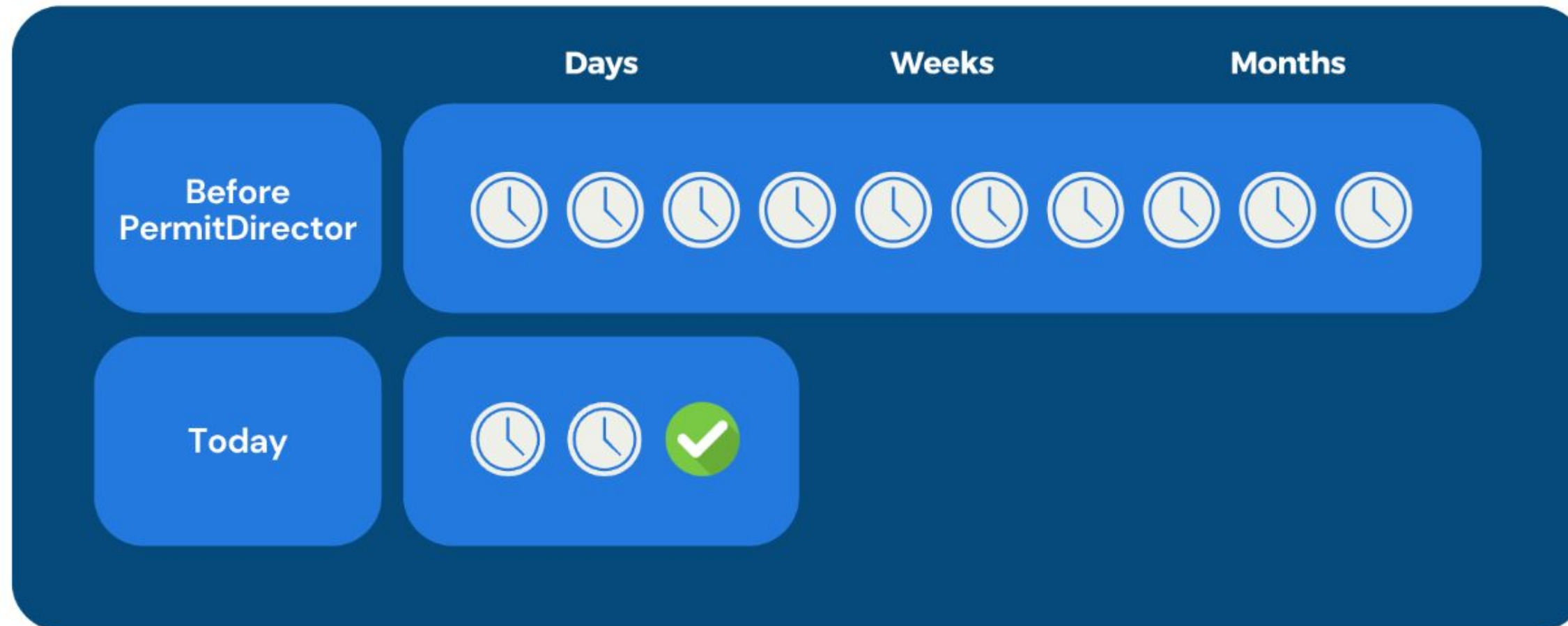
Existing Licensee Forms



Type of License, Permit or Certifications

- Armored Car Profession
- Electronic Countermeasures
- Close Personal Protection
- Digital Forensics Examiner
- Guard Dog Service Profession
- Polygraph Examiner License
- Private Investigator Associate
- Armed and Unarmed Security Guard Registration

ESTIMATED # OF DAYS TO PROCESS APPLICATIONS



Key Benefits of PermitDirector

- Organized Process and Application Tracking
- Documentation for Staff and Supervisors
- On Demand Reports
- Reduced Labor Costs
- Expedited Time to Approval and Delivery
- Reduced Supply Costs

“The process with Permittium is much less time-consuming and labor-intensive than our paper based process. Reducing the number of staff resulted in significant cost savings for the agency and we have reduced application processing time from months to only days or weeks”

- Paul Sherwin, Director
North Carolina Private Protective Services Board