

Adopting a new platform revolutionized **a gambling and liquor licensing agency**



Standout Case Study

2023

Public Services

North America



Opportunity

The client is the state of Vermont's licensing and enforcement agency for liquor and gaming. They needed to update their infrastructure after transitioning from a state-owned model to an agency-operated model.

Their technology systems were aging, disparate, and dependent on paper processes and manual labor. It was difficult to review applications, organize trainings and certifications, and conduct investigations.

They partnered with Tech Mahindra, a new provider for them, based on the strengths of their domain knowledge.

Imagining IT Differently

Tech Mahindra delivered a solution that allowed their client to manage all of their licensing, compliance, and reporting through a single digital platform. It featured:

- A digital payments process for fine payment.
- Automation of processes like license and permit issuances and renewals.
- A centralized data hub for profiles of 5,000 businesses, 40,000 training records and more than 50,000 licenses.

The client reported the solution significantly exceeded their expectations, especially in how the provider scaled the solution.

Future Made Possible

The new platform helped to streamline the client's work, improving their speed and optimizing their processes.

- Processing time was reduced from 2-4 weeks to 5-10 days.
- Revenue increased by 10%.
- Non-compliance rates dropped by 25%.
- Employee productivity rose significantly.

According to ISG, this case study is an example of how a provider's expertise can ease a transition and enable new capabilities for an enterprise.

