STATE OF HAWAI'I

ACCESS HAWAI'I COMMITTEE AND THE DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

ANNUAL REPORT ON

THE OPERATION OF THE INTERNET PORTAL

FOR THE PERIOD

JANUARY 1, 2017, THROUGH DECEMBER 31, 2017

SUBMITTED TO

THE TWENTY-NINTH STATE LEGISLATURE

IN ACCORDANCE WITH SECTION 27G-5, HAWAI'I REVISED STATUTES
Introduction
Pursuant to section 27G-5, Hawai‘i Revised Statutes (HRS), the Access Hawai‘i Committee (AHC) submits its annual report to the 2018 Legislature. This year’s report includes an annual report by the portal manager/vendor, Hawai‘i Information Consortium, LLC (HIC), reflecting work authorized by the AHC in conjunction with various State and county agencies. Attached as Exhibit 1.

Overview
As defined under chapter 27G, HRS, the legislatively mandated duties of the AHC include the following oversight functions with regard to the State Internet Portal Program: 1) review of the annual strategic plan and periodic reports on potential new applications and services submitted by the portal manager; 2) review and approval of all charges to portal users; 3) review and approval of service level agreements negotiated by government agencies with the portal manager; 4) review of the annual financial reports and audit of the portal manager; 5) review of annual customer satisfaction surveys conducted by the portal manager; and 6) review of performance measures of the portal submitted as part of the service management plan for portal-wide indicators and application specific indicators.

The AHC was initially created by Act 292, SLH 2000 to oversee the State’s portal services. Pursuant to Act 110, SLH 2003, the AHC operated as an informal committee and was scheduled to sunset on July 1, 2005. Act 110 removed the sunset date. Because of the value of the oversight function, the Legislature enacted Act 172, SLH 2007 on June 13, 2007, which established the AHC in Chapter 27G, HRS.

The portal program contract was awarded through competitive solicitation effective January 2008 for the initial five-year period. The parties extended the contract an additional three years, effective January 4, 2013 and again in 2016.

In 2010, the Legislature created the AHC Special Fund within the Information and Communication Services Division (ICSD) of the Department of Accounting and General Services (DAGS) to support the AHC in Act 101, SLH (2010).
In 2011, the Portal Program Manager position was established by Act 164 (SLH 2011) to assist the AHC with its legislatively mandated duty of providing oversight of the portal provider. In support of the Committee’s charge to provide review of strategic plans, the Portal Program Manager provides guidance to the AHC relating to strategies for online payment processing, electronic document filing, internet initiatives, paperless initiatives, and web application development. The Portal Program Manager also monitors portal provider activities to ensure compliance with the terms and conditions of the portal provider contract, reviews the portal provider’s financial reports, evaluates new Statements of Work, fee agreements, priorities, and Service Level Agreements being negotiated between government agencies and the portal provider and presents findings and recommendations to the AHC. The Portal Program Manager collaborates with the portal provider and government agencies to promote e-government and to increase on-line services that can be easily, conveniently, and securely accessed by the public.

In 2014, the Chief Information Officer of the State was added to the AHC membership, and was designated as the chairperson of the committee, enacted (Act 21, SLH 2014).

New online government services are continuously being added through the portal program. State and county agencies and their employees working with HIC have identified new online services and work hand-in-hand with HIC through the planning, implementation and operational phases for these services. As a result, government services are more accessible to the public and are being provided with added convenience and saving time to conduct business with the State and county governments. Citizens can conduct business with government online from their homes and offices during the State’s business and non-business hours.

The portal program’s success has been achieved through the work of HIC, in conjunction with the AHC, the Office of Enterprise Technology Services, and the business and information technology teams of the State agencies, the counties, and the Judiciary.

2017 Activities
The following sections provide key issues and activities addressed by the AHC from January 1, 2017, through December 31, 2017:

New Statement of Work (SOW) Template
All SOWs for portal projects will utilize ETS’ SOW template attached as Exhibit 2. In part, this process will increase transparency, provide sufficient details about the project, clearly define each party’s responsibilities, state the cost of the project and provide a firm schedule of when items will be completed and delivered.
Preparation for New Request for Proposals (RFP)
On July 12, 2017, the request for information (RFI) was issued as part of RFP preparation to gather information on improving the portal program and alternatives to the current business model.

Responses to the RFI were received on August 9, 2017. All responses were reviewed in preparation for the RFP.

Biweekly Project Status
AHC members receive updates on current projects every two weeks to keep them abreast of new projects as well as more effectively monitor existing projects.

Accolades
The State portal program earned the following awards in 2017:

1. Hawai‘i State Public Library System - Web Marketing Association Web Award - Best Government Website

2. Hawai‘i State Public Library System - W3 Award - Silver Winner
   https://www.w3award.com/winners/list/view/?event=1015&award=2&_p=12

3. DCCA BREG Annual Filings Redesign - Web Marketing Association Web Award - Government Standard of Excellence
   www.webaward.org/winner.asp?eid=33495#.Wa9DtopJnfZ

4. DCCA staff received departmental recognition for the DCCA PVL Guards service.

2017 Annual Report by Hawai‘i Information Consortium, LLC
A comprehensive progress report by HIC regarding the activities and expenses of the portal program is attached as Exhibit 1.
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Executive Summary

2017 marks seventeen years of collaboration between the State of Hawaii, its counties and the Hawaii Information Consortium, LLC. In those years the access to government services via electronic means in Hawaii went from one of the worst to being recognized as the best state website in the United States and winning the 2014 Center for Digital Government’s Best of the Web. Hawaii has established itself as a leader in state government in the areas of business registration, website design and accessibility, vital records access, electronic procurement, mobile applications and licensing / permitting.

When the state issued the original RFP for a self-funded (funded by fees collected from the fee payer or partner) Internet Portal Provider, the Hawaii Information Consortium, LLC answered and won. In 2008, the RFP under which the current contract was awarded, was updated to include self-funded services, marketing and outreach, time and materials projects, hosting services and website design and implementation. Under this model the portal program has grown to provide almost all of the public-facing critical services that the state and counties provide. As Table 1 indicates, since 2010 the portal has collected $10.87 billion dollars for state and county services. Of this, $10.83 billion (99.59%) was disbursed within two banking days. “Funds Collected” indicates total monies collected by the portal and “Disbursed to Partner” indicates the total amount disbursed to partners. This year, as of October 31, 2017, the portal collected $432.17 million and disbursed $429.38 million to our partners.

Table 1: Annual Funds Collected and Funds Disbursed to Partners

<table>
<thead>
<tr>
<th>Year</th>
<th>Funds Collected</th>
<th>Disbursed to Partner</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>$751,174,040</td>
<td>$747,015,378</td>
</tr>
<tr>
<td>2011</td>
<td>$1,003,797,269</td>
<td>$998,537,542</td>
</tr>
<tr>
<td>2012</td>
<td>$1,345,767,601</td>
<td>$1,339,424,575</td>
</tr>
<tr>
<td>2013</td>
<td>$1,592,519,246</td>
<td>$1,586,044,805</td>
</tr>
<tr>
<td>2014</td>
<td>$1,722,438,503</td>
<td>$1,714,395,704</td>
</tr>
<tr>
<td>2015</td>
<td>$2,016,484,180</td>
<td>$2,008,153,427</td>
</tr>
<tr>
<td>2016</td>
<td>$2,012,964,525</td>
<td>$2,009,735,919</td>
</tr>
<tr>
<td>Total</td>
<td>$10,877,215,647</td>
<td>$10,832,694,504</td>
</tr>
</tbody>
</table>

The portal program launched 12 new services in 2017, including the Workforce Opportunity Tax Credit (WOTC) eApplication, the County of Hawaii Liquor Licenses and Permits, and the Hawaii Awards & Notices Data System (HANDS). In addition, 13 major application upgrades and 2 major website updates were delivered.

Today, the portal provides over 140 online services. The breakdown of portal services by department is provided in Table 2 below. The Department of Land and Natural Resources (DLNR) and Department of Commerce and Consumer Affairs (DCCA) leverage the portal most effectively with 29 and 24 services respectively. A number of partners have been expanding services to the public consistently in recent years, and we hope that more departments and divisions will do so in the coming years. This year we fostered a new partnership with the Hawaii State Public Library System staff and created a new state public library website based on user centered design.

**Table 2: Services by Department**

<table>
<thead>
<tr>
<th>Department</th>
<th>Services*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department of Land and Natural Resources (DLNR)</td>
<td>29</td>
</tr>
<tr>
<td>Department of Commerce and Consumer Affairs (DCCA)</td>
<td>24</td>
</tr>
<tr>
<td>Department of Attorney General (AG)</td>
<td>11</td>
</tr>
<tr>
<td>Department of Health (DOH)</td>
<td>10</td>
</tr>
<tr>
<td>Judiciary (JUD)</td>
<td>10</td>
</tr>
<tr>
<td>Department of Business, Economic Development &amp; Tourism (DBEDT)</td>
<td>9</td>
</tr>
<tr>
<td>County of Hawaii</td>
<td>9</td>
</tr>
<tr>
<td>HIC Enterprise Applications and Other**</td>
<td>8</td>
</tr>
<tr>
<td>Department of Budget and Finance (B&amp;F)</td>
<td>6</td>
</tr>
<tr>
<td>Department of Labor and Industrial Relations (DLIR)</td>
<td>6</td>
</tr>
<tr>
<td>Department of Accounting and General Services (DAGS)</td>
<td>5</td>
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<tr>
<td>County of Kauai</td>
<td>3</td>
</tr>
<tr>
<td>City and County of Honolulu</td>
<td>3</td>
</tr>
<tr>
<td>Enterprise Technology Services (ETS)</td>
<td>3</td>
</tr>
<tr>
<td>Department of Taxation (DOTAX)</td>
<td>2</td>
</tr>
<tr>
<td>Office of the Lieutenant Governor (LG)</td>
<td>2</td>
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<tr>
<td>County of Maui</td>
<td>1</td>
</tr>
<tr>
<td>Department</td>
<td>Services*</td>
</tr>
<tr>
<td>------------------------------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>Department of Public Safety (DPS)</td>
<td>1</td>
</tr>
<tr>
<td>Department of Transportation (DOT)</td>
<td>1</td>
</tr>
<tr>
<td>Ethics Commission</td>
<td>1</td>
</tr>
<tr>
<td>Office of the Governor (GOV)</td>
<td>1</td>
</tr>
<tr>
<td>Hawaii State Public Library</td>
<td>1</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>146</strong></td>
</tr>
</tbody>
</table>

*Services include online applications and Content Management System websites

**This includes services such as our eHawaii.gov single-sign on service, payment processing service, the portal website, the Access Hawaii Committee website, and others.

Throughout 2017, HIC provided over 6,500 man-hours of labor to our citizens, visitors, businesses and partners at no-cost as our 4-person customer service team handled an average of 6,000 interactions each month.

Our leadership team changed in late 2016, when Burt Ramos took over as General Manager and Janet Pick was promoted to Director of Portal Operations. Burt has strong relationships with the State Procurement Office, Hawaii State Judiciary, Department of Taxation, and the Department of Labor and Industrial Relations. Previously the HIC Project Management Office (PMO) Manager, Janet's leadership skills and attention to detail help bring a methodical precision-based approach to portal operations.

We have been working closely with our Portal Project Manager, Derek Ichiyama, to implement processes and governance to the portal program. Detailed weekly project meetings help keep the portal program on the right track to continued success.

On June 30, 2015, the Hawaii Department of Taxation signed a 5-year contract with FAST Enterprises to install a new tax system for Hawaii. In 2017, HIC felt the loss of these revenues and this is reflected in the projected decrease of approximately $285,000 of portal annual revenue. This remains a serious concern to the portal. We continue to search for other services to secure reliable funding for our operations to maintain staffing levels. Downsizing our operations would negatively affect all state and county partners. We will work with Derek, the AHC members, and our partners to find more opportunities to bring government to the people.
Portal Report

Why HIC?

In 1997, Hawaii was recognized in a national poll as one of the worst states for electronic access to government services in the United States. This was unacceptable to the state where the Internet got its start (with ALOHAnet). As a result, the Executive and Legislative branches reached out to the states that were rated in the top 10 of all states to see how they achieved this goal. In seven of the ten states, they were leveraging something called Self-Funded Government through a Portal Manager Program.

Two years later, the state of Hawaii issued a Request for Proposal (RFP) for an Internet Portal Manager to implement self-funded government solutions for any government entity operating in the state. HIC was the winner. Eight years later, the state issued another RFP that expanded the portal program. HIC also won that RFP and continues in its role to deploy self-funded eGovernment for the state, county and federal government in Hawaii.
Why We’re Here

At HIC we believe in solving problems in a very different way from other companies. Our goals are:

*to be the best partner our customers have ever had;*
*to be the best place our employees have ever worked; and*
*to give the best return on investment in the industry.*

We do this by actively partnering with our customers to provide living, evolving services that are elegantly designed, easy to use and require no maintenance on their part. We provide the best eGovernment services in the country as shown by the dozens of awards we have received over the last few years, including the Center for Digital Government's Best Government Website (Best of the Web) in 2014.
Funding Portal Operations
Self-Funded Model

When a state or county partner works with HIC to develop a new service, in many cases, there is no upfront cost for development. HIC and our partners collaborate to come up with sustainable solutions. HIC absorbs the risk and cost of developing the service in return for future revenue over the lifecycle of the service.

HIC generates revenue through service fees that are added on to the online services we build. These fees can be passed to the fee payer or absorbed in part or whole by the partner. Sometimes our services make an existing paper form available online. Other times we come up with innovative solutions that never existed before, such as Hawaii Compliance Express, which integrates a process involving multiple state agencies into one online solution. The idea of eGovernment is not simply to make existing procedures have electronic analogs. We work with the partner to find ways to streamline existing processes, making the whole system more efficient.

HIC maintains each of the services we develop over the lifecycle of that service. This means our partners pay no fees for software licensing, operating system upgrades, and security scans. HIC staffs a full team of customer service representatives and takes calls, emails, and instant messages at no cost to our partners. Finally, HIC provides outreach support for our services, assisting with education, training, and marketing efforts to drive awareness and adoption for our services. You may have seen examples like the annual report postcards (DCCA BREG), email reminders (HLePro, eFile, HUI Express), videos, training, community meetings, industry meetings, posters, and business cards.

HIC also develops some applications entirely at no cost where appropriate. These types of applications generally have a high public value or dramatically enhance public safety. Some examples include: Hawaii sex offender search, unclaimed property search, electronic bench warrants, and the state calendar for posting public meeting and events.

Under the self-funded model, it's in both our partner agencies’ and HIC's best interest to encourage high adoption. We employ various marketing techniques to encourage people and businesses to use our online services. HIC absorbs the risk in developing an application because if a service is under-utilized or not used at all, HIC does not generate any revenue. This provides
a natural incentive to market our services on the agencies’ behalf, develop them rapidly, and improve them often. Our success is tied to our partners’ success... and HIC will do everything it takes to make sure we are the best partner they have ever had.

The three agencies leveraging the portal the most for self-funded applications are:

- Department of Commerce and Consumer Affairs
- Department of Land and Natural Resources
- Department of Health
Time and Materials

When transaction fees are not feasible we can still offer services with our contract hourly development rates. In most cases, this funding model is used when an agency wants to develop an online service that has an existing funding model (i.e. federal grants) or the service doesn't generate any revenue but requires significant development and maintenance. The Department of Land and Natural Resources has leveraged the portal's time and materials (T&M) services the most, followed by the Department of Labor and Industrial Relations and Department of the Attorney General.

Hosting

Some partners leverage our hosting services for website hosting or HIC developed web applications that have no revenue base. In certain scenarios, a partner may already have an application developed that only needs hosting service to continue providing service to the public. Please contact us for more information and pricing on how we can host your existing application.

No Cost Projects

Most portal projects have no development cost associated with them. HIC recovers its costs for development, deployment, hosting, and maintenance by portal administration fees for self-funded applications. There are many applications which the portal supports at no cost to the state and which have no way to generate revenue. In select cases, selected by the Access Hawaii Committee and HIC, the portal will support these applications at no cost to the partner.

In addition to the maintenance of our existing applications, the portal does work on a limited number of high-value applications at no cost. Examples include:

- Access Hawaii Committee [AHC website](#)
- AG - CSEA - [Child Support Account Information System](#)
- AG - HCJDC - [Covered Offenders Search](#)
- AG - Supervisor Evaluations (retired)
- Boards & Commissions [Online Application](#)
- Budget and Finance - [Unclaimed Property Search](#)
- City and County of Honolulu - Work Hawaii Division - [Youth Build Website](#)
- DCCA - BREG - [Agent Search](#)
- DCCA - INS - HIDS Rate and Form Filing Transmittal (retired)
- DCCA - INS - [Insurance Continuing Education Information](#)
- DCCA - INS - [Insurance License Search](#)
- DCCA - INS - [License CE Verification](#)
The vast majority of the portal's funding is from self-funded applications. Without that base of resources the portal would not be able to offer the superior level of service to our partners.
Portal Financial Information

HIC submits its audited financials to the Access Hawaii Committee each year and also submits an annual report to the Hawaii State Legislature regarding the services that the portal provides to our partners. HIC processed over $432 million in annual payments to our partners in 2017, and over 99% of that money was in the State’s bank account within two business days. The fastest way to process payments—faster than over the counter payments, too—is through the portal.

Funds Collected
$432M
Collected in CY 2017*

Percentage of Funds
99.3%
Percentage of Collected Funds Disbursed to Partners

Funds Disbursed
$429M
Disbursed to Partners in CY 2017*

*Data through October 31, 2017

The portal manages about 80 services that feature online payments. We refer to services that include a payment system as “transactional services”. Transactional services are typically self-funded, in whole or part. In a given year, the portal has anywhere from 40 to 60 hosting, and/or time and materials projects. The sum of all the revenue from hosting and time and materials projects has always comprised 9.9% to 15.9% of the portal’s gross revenue.

Why

The ability to process payments is a core requirement of the State’s portal contract with HIC. The portal has standardized paying for services online across the state or counties, thereby avoiding costs for our partners. HIC’s portal services are integrated directly into the partners’ financial systems, thus enabling the partners to disburse funds more quickly, reconcile payments and returns automatically, handle customer questions and billing disputes and more.
Solution
The portal uses a standard payment processing system called Kala, which processes credit and debit card payments, e-checks (ACH Debit), paper checks and invoices. Kala can process payments via multiple means: online, at a kiosk, via a mobile device or at the point of sale. The portal has uploaded a video explaining our payment processing system at http://m.hi.gov/pay.

HIC can disburse funds based on each partner’s needs, both electronically and manually, on a daily, weekly, semi-monthly or monthly basis and provide detailed reporting.

Sources
The portal receives three types of revenue to support its operations: transactional, time and materials and hosting.

Transactional revenue is collected for services that charge a portal administration fee on each transaction. Self-funding depends primarily on transactional revenue. Time and materials revenue is collected for projects that cannot justify a transaction fee, for example, services that do not involve a financial transaction or that serve a population too small to sustain self-funding. In most cases these projects benefit from the portal’s significantly discounted hourly rates and take advantage of our existing services and infrastructure.

Hosting revenue is collected for hosting websites or services that are not supported by transactions; it accounts for less than 1% of the portal’s overall revenue. In some cases a hybrid approach may be applied; a service that cannot pay for itself is funded partly by time and materials while hosting and maintenance is supported by transactional revenue.

The below table summarizes funds collected and disbursed from 2010 to October 31, 2017. “Funds Collected” represents the total revenue collected from customers who use a given service. How a partner chooses to pay HIC’s portal administration fees is up to the partner: Fees may be absorbed by the partner or they may be passed on to the customer. “Partner Total” represents the funds HIC disbursed to the partner.
Table 3: Funds Collected and Disbursed to Partners by Year

<table>
<thead>
<tr>
<th>Year</th>
<th>Funds Collected</th>
<th>Disbursed to Partner</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>$751,174,040</td>
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<td>2012</td>
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<td>$1,339,424,575</td>
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<td>2013</td>
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<td>2017*</td>
<td>$432,176,781</td>
<td>$429,387,154</td>
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<td>Total</td>
<td>$10,877,215,647</td>
<td>$10,832,694,504</td>
</tr>
</tbody>
</table>

*Data through October 31, 2017

Payments Made to the Portal

Prior to earning a single dollar of revenue, HIC assumes all upfront investment risk of (1) implementing the hardware, software, and hosting infrastructure and (2) building and operating the online agency services. The majority of services managed by HIC are funded by end user (business, citizens, and visitors) efficiency fees on a per-transaction basis, where the user pays for the service. With other services, HIC’s fees are paid by the agency (state and counties). In typical situations, the agency receives more value or avoids more cost than the amount of the per-transaction fee it pays to HIC. In both of these situations, those who benefit most from the services pay for them.

Payments Made by the State

Revenues and expenses are reported quarterly to the Access Hawaii Committee. In 2016, HIC responded to Senate Resolution 54 and provided a detailed report of payments to the portal. The most common question from those who reviewed the report was "How much does the State pay HIC per year?" The chart below shows payments by the State and the Counties for the past 5 years. The October 31, 2017 total of $2.3 million for calendar year 2017 continues a trend of decreasing annual State and County outlays for the Portal Program.
State payments include time & materials, hosting, and maintenance. The 2017 amount represents unaudited data for January 1 to October 31.

**Table 4: Payment Distribution**

<table>
<thead>
<tr>
<th>Year</th>
<th>Paid by State and Counties</th>
<th>Paid by Business/Citizens</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017*</td>
<td>$2,298,334.90 (32.0%)</td>
<td>$4,806,179.71 (68.0%)</td>
</tr>
<tr>
<td>2016</td>
<td>$3,400,830.66 (37.5%)</td>
<td>$5,663,945.34 (62.5%)</td>
</tr>
</tbody>
</table>

*Data through October 31, 2017

**Table 5: Net Revenue Distribution**

<table>
<thead>
<tr>
<th>Year</th>
<th>Net Revenue</th>
<th>Portal Fee</th>
<th>Partner Paid</th>
<th>Hosting, T&amp;M, Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>2017*</td>
<td>$7,104,514.66</td>
<td>$4,806,179.71</td>
<td>$1,851,939.83</td>
<td>$446,395.12</td>
</tr>
<tr>
<td>2016</td>
<td>$9,064,776.00</td>
<td>$5,663,945.34</td>
<td>$2,639,496.66</td>
<td>$761,334.00</td>
</tr>
</tbody>
</table>

*Data through October 31, 2017
New Services, Websites, and Major Upgrades

In 2017, HIC deployed 12 new applications. Also, two major website updates were done as well as 13 major upgrades to existing applications.

New Services

**Hawaii Courts, Judiciary**

*Description:* The Hawaii Courts mobile app brings together tools and resources developed by the Hawaii State Judiciary and other key partners to improve access to justice.

- Funding model: T&M
- Downloads: Apple iTunes and Google Play
- Launch date: 01/17/2017

**Judge Evaluation, Judiciary**


- Funding model: No Cost
- Launch date: 02/14/2017

**Hunter Education (Go Hunt, Hawaii), Department of Land and Natural Resources (DLNR)**

*Description:* Allows hunters to manage their hunting profile, view their class history, request and print replacement certifications, and link directly to other apps to purchase a hunting license, apply for a lottery hunt, or apply for a letter of exemption.

- Funding model: T&M
- Web address: gohunthawaii.ehawaii.gov
- Launch date: 03/01/17

**Family Court Judge Evaluation, Judiciary**

*Description:* Judicial family court judge evaluation launched on April 11, 2017 to evaluate 10 judges. Evaluation ran from April 11 - May 6, 2017.

- Funding model: No Cost
- Launch date: 04/11/2017
**New Services (continued)**

**eBW Web Interface, Kauai Police Department**

*Description:* Created two web services to allow Kauai Police Department to pull any new or updated warrant information from Judiciary's eBench warrants (eBW) application/database to import into their records management system.

- Funding model: T&M
- Launch date: 04/27/2017

**eBW Web Interface, Hawaii County Police Department**

*Description:* Created two web services to allow Hawaii County Police Department to pull any new or updated warrant information from Judiciary's eBench warrants (eBW) application/database to import into their records management system.

- Funding model: T&M
- Launch date: 04/27/2017

**Circuit Court Judge Evaluation, Judiciary**

*Description:* Judicial circuit court judge evaluation launched on June 20, 2017 to evaluate 9 judges. Evaluation ran from June 20 - July 14, 2017.

- Funding model: No Cost
- Launch date: 06/20/2017

**Workforce Opportunity Tax Credit (WOTC) e-Application, Department of Labor and Industrial Relations (DLIR), Workforce Development Division (WDD)**

*Description:* Hawaii employers can apply online for a federal tax credit when hiring veterans and individuals from target groups with significant barriers to employment.

- Funding model: T&M
- URL: wotc.ehawaii.gov
- Launch date: 06/21/2017
New Services (continued)

Medical Marijuana Patient Registry Interface for Dispensaries, Department of Health (DOH), Office of Health Care Assurance

Description: The purpose of this project is to develop and maintain an application interface to allow licensed dispensaries through the State’s computer software tracking system to communicate with the Medical Marijuana Patient Registry database to authenticate patient registration at the retail dispensing locations.

- Funding model: T&M
- Launch date: 07/14/2017

County of Hawaii, Liquor Control, Liquor Licenses and Permits

Description: Provides online forms and payment to the public; PDF applications for licensing staff for a Liquor License Interview Request; and 1- or 2-year Direct Wine Shipping Permits.

- Funding model: Transaction Funded
- URL: liquorpermits.ehawaii.gov/hawaii
- Launch date: 08/28/2017

County of Hawaii, Mauna Kea Recreation Area Group Permits, Department of Parks and Recreation

Description: Groups and organizations can apply for a permit for overnight stays at a bunkhouse at the newly renovated Mauna Kea recreation area. Our service provides an easy vehicle for data intake and group status verification that allows approved applicants to reserve a bunkhouse via the county camping site.

- Funding model: Transaction Funded
- URL: maunakea.ehawaii.gov
- Launch date: 09/06/2017

Hawaii Awards & Notices Data System (HANDS), State Procurement Office

Description: HANDS’ robust search functionality will not only display HANDS solicitations and awards but it will also link to other jurisdictions. Buyers will not have to post in multiple places, and vendors will not have to track bidding opportunities on multiple procurement platforms. HANDS search will list everything all in one place.

- Funding model: T&M
- URL: hands.ehawaii.gov
- Launch date: 11/17/2017
Major Website Updates

Judiciary

Description: Home page redesign and adding alert message to users visiting from mobile apps.

- Funding model: T&M
- URL: www.courts.state.hi.us
- Launch date: 06/14/2017

Foreign Trade Zone 9 (FTZ9)

Description: Home page redesign and adding newsletter signup option.

- Funding model: T&M
- URL: ftz9.org
- Launch date: 07/26/2017

Major Application Upgrades

eBench Warrants, Judiciary

Description: The eBench warrants (eBW) system was updated to include circuit court and family court criminal warrants.

- Funding model: No Cost
- URL: judiciary.ehawaii.gov
- Launch date: 01/23/2017

Portal, State of Hawaii ETS

Description: Upgraded Hawaii.gov search to use Google instead of DigitalGov search. DigitalGov search service was decommissioned for state use as of Feb 28, 2017.

- Funding model: No Cost
- URL: portal.ehawaii.gov
- Launch date: 02/08/2017

Inspection & Permitting System – Invoice Module, Department of Labor and Industrial Relations (DLIR), Hawaii Occupational Safety & Health (HIOSH)

Description: Collection letters have automated the partner's invoicing process. This allows the partner to simply search for the invoices, select them, group them, and automatically generate letters and billing statements. Invoices can be emailed or generate a PDF file or print for mailing. This robust module enables them to financially recuperate all outstanding balances.

- Funding model: Transaction Funded
• URL: hiosh.ehawaii.gov
• Launch date: 02/09/2017

**QHTB 346 Form, Department of Business, Economic Development, & Tourism (DBEDT) - High Technology Development Corporation**

**Description:** 2017 annual updates

- Funding model: No Cost
- URL: forms.ehawaii.gov/view.php?id=23894
- Launch date: 03/06/2017

**Affordable Care Act Support, ETS – DHRD, Affordable Care Act (ACA) Home**

**Description:** Annual 2016 updates (schema etc.) to the service/application which takes ETS’ ACA report flat file and converts it to XML during predetermined times. DHRD will then upload this file to the IRS via a GUI.

- Funding model: T&M
- Launch date: 03/13/2017

**Business Name Search, Department of Commerce and Consumer Affairs (DCCA), Business Registration (BREG)**

**Description:** Added ability to purchase articles of conversion online

- Funding model: Transaction Funded
- URL: hbe.ehawaii.gov/documents
- Launch date: 04/04/2017

**Hawaii Business Express (HBE), Department of Commerce and Consumer Affairs (DCCA), Business Registration (BREG)**

**Description:** DOTAX now requires a FEIN for all businesses other than LLCs & Sole Proprietorships. Once a business is approved, a new email is triggered that promotes locating the business in local Enterprise Zones. Revised descriptions make it easier to select the correct business form.

- Funding model: Transaction Funded
- URL: hbe.ehawaii.gov
- Launch date: 04/05/2017

**Kauai Real Property Tax - Payments, County of Kauai**

**Description:** Allows Kauai property owners to pay their bi-annual property taxes including payment for multiple TMK parcels, user-friendly search for TMK parcels by a general TMK number and a mobile responsive design.
Funding model: Transaction Funded
URL: kauairpt.ehawaii.gov/propertytax
Launch date: 04/27/2017

Kauai Real Property Tax - Payment Reminders, County of Kauai

Description: Allows Kauai property owners to set tax payment reminders for semi-annual and past due bills. Reminders can be set from within the app, via the reminders management page or via the user’s eHawaii.gov account under Manage Notifications.

Funding model: Transaction Funded
URL: kauairpt.ehawaii.gov/propertytax/kauai/login.html
Launch date: 06/27/2017

LandLink, Department of Land and Natural (DLNR) Resources Bureau of Conveyances (BOC)

Description: Torrens eRecording allows vendors to record land court documents electronically.

Funding model: Transaction Funded
Launch date: 07/23/2017

Kauai Real Property Tax - Reminders Automation, County of Kauai

Description: The improvements covered the automation of email reminders including emergency hold, transfer of existing eBill subscribers, signup and unsubscribing for users who don’t have an ehawaii.gov account, integration of all Kauai property owners beyond just owners with a bill due allowing sign up year-round, upload and automation for tax bill and property owner files, and design & copy changes to address customer service issues such as “No bill found”.

Funding model: Transaction Funded
URL: kauairpt.ehawaii.gov/propertytax/kauai/login.html
Launch date: 08/03/2017
Major Application Upgrades (continued)

BREG Annual Business Reports, Department of Commerce and Consumer Affairs, Business Registration (BREG)

Description: The Annual Business Reports Application now allows users to submit delinquent annual reports online. Previously, the old reports had to be submitted on paper. The delinquent reports must be submitted in order to file the current annual report. Now more businesses will be positioned to achieve good standing since all of their reports are filed in order. Users also can now more easily subscribe to an annuals reminder email outside of submitting their report.

- Funding model: Transaction Funded
- URL: hbe.ehawaii.gov/annuals
- Launch date: 10/24/2017

PVL License Application Status Search, Department of Commerce and Consumer Affairs

Description: The online PVL License Application Status Search is a new feature via the PVL Search. It enables new applicants or existing licensees to search for their application status online instead of calling the PVL Division. Prior to the online status search service, PVL received over 69,000 phone inquiries annually regarding application status. This service will significantly reduce the phone calls, which allows staff to focus more time to processing application. There were over 2,700 page views in the three weeks after launch.

- Funding model: No Cost
- URL: pvl.ehawaii.gov/pvlsearch
- Launch date: 10/30/2017

Retired Services

In 2017, HIC retired four applications.

- Hawaii Teacher Standards Board Licensing application public search functionality, htsb.ehawaii.gov, was disabled per partner’s request on June 1, 2017. The remainder of the application and CMS site retired on July 28, 2017.
- Department of Taxation Bulk Tax Filing service, dotax.ehawaii.gov/bulktax, was retired on August 8, 2017.
- As of August 9, 2017, Form N-301 (Application for Automatic Extension of Time to File Hawaii Return for a Corporation, Partnership, Trust, or Remic) is no longer filed via the Department of Taxation eFile application.
- Department of Health Medical Marijuana Dispensary Licensing System, mmjdisp.ehawaii.gov, was retired on October 24, 2017.
**HIC Background**

**Who We Are**

The portal manager is the Hawaii Information Consortium, LLC. (HIC), a Hawaii corporation located in downtown Honolulu and wholly owned subsidiary of eGovernment firm NIC Inc. (NASDAQ: EGOV). HIC was initially established in 2000. Since then over 140 web-based services have been deployed and over 2.5 million citizens visit our site annually.

NIC, a leading eGovernment solutions provider, has similar agreements with over 30 states and is dedicated to partnering with more than 5,500 federal, state, and local agencies across the country. HIC can tap into an ever-growing network of eGovernment expertise.

![Partner Map](image)

**Our Goals**

We enable citizens and businesses to conduct business with the government securely and efficiently using all digital channels. We also manage the official website for the State of Hawaii. Our goal is to make interacting with the government easier for the public by bringing services online and improving government efficiency. We leverage our self-funded model to deliver services to our government partners with very little risk or cost for development.
What We Do

While we operate as a for-profit company, state agencies, counties and local government can, in many cases, work with us at no cost by utilizing our unique self-funded model.

HIC’s services may include:

- Building customized online services (e.g., searching for data, submitting forms, renewing licenses, buying permits, mobile applications and paying taxes)
- Providing managed enterprise services (e.g. licensing, document management, secure data)
- Processing electronic payments including credit cards, eChecks, invoiced payments and paper checks
- Providing outreach and marketing of online services on behalf of our partners
- Offering customer service through phone, email, and live chat
- Offering consulting services to help improve government websites and online services
- Designing and building websites for government agencies and offering content management services to easily manage the website after completion (for non-technical users)
- Providing website and application hosting & development

Oversight of Our Operation

The twentieth Hawaii State Legislature, in 2000 passed Act 292 establishing the Access Hawaii Committee (AHC) to oversee the state of Hawaii’s internet portal activities.

Pursuant to Act 292, the AHC coordinates the activities of HIC and the departments and agencies that utilize the Portal. The committee provides oversight of the portal manager including:

- Review of the annual strategic plan and periodic reports on potential new applications and services submitted by the portal manager;
- Review and approval of all charges to portal users;
- Review and approval of service level agreements negotiated by government agencies with the portal manager;
- Review of the annual financial reports and audit of the portal manager;
- Review of annual customer satisfaction surveys conducted by the portal manager; and
- Review of performance measures of the portal submitted as part of the service management plan for portal-wide indicators and application specific indicators.
In addition to the AHC, the State Portal Program Manager, Derek Ichiyama, functions as a vendor relationship manager to assist the AHC with its Legislative mandated duty of providing oversight of the portal provider. The responsibilities of the Portal Program Manager include:

- Track portal provider activities to ensure compliance with the terms and conditions of the portal provider contract;
- Review Portal Contractor’s financial reports;
- Evaluate new Statements of Work, fee agreements, priorities, and Service Level Agreements under negotiation between government agencies and the portal provider and present findings and recommendations to the Access Hawaii Committee;
- Review and report on enhancements and maintenance proposed to existing portal applications and services; provide recommendations to Access Hawaii Committee regarding any need for a new Statement of Work;
- Work with the portal provider to create and analyze an annual survey of government agencies and end users utilizing the State Portal to determine if portal provider’s services are satisfactory; and present findings and recommendations based on the survey results to the Access Hawaii Committee.
- Assist in prioritizing self-funded applications in the development queue;
- Organize, support, document, and facilitate Access Hawaii Committee meetings, to include abiding by Sunshine Law (Hawaii’s open meetings law, part I of chapter 92, HRS);
- Ensure that State standards for all applications and services are adhered to by portal provider;
- Collaborate with portal provider to develop best practices documents on Internet presentation and consistency, data exchange, and cyber security;
- Coordinate and conduct studies of portal direction and services related to changes in the portal technology lifecycle.
Portal Staff
As of November 2017, HIC has 34 full time employees.

Leadership

Burt Ramos
General Manager

Janet Pick
Director of Portal Operations

Zheng Fang
Director of Development

Customer Service & Office Administration

Rosie Warfield
Manager of eGovernmet Services & Customer Services

Jamie Kinion
Customer Liaison

Gabriel Bundac
Customer Service

Norman Razon
Customer Service

Ronald Tran
Customer Service

Emily DaSilva
Finance Manager

Ann Yuasa
Office Administrator
Partner Liaisons

Jing Xu
Partner Liaison

Julie Shohet
Partner Liaison

Laurenz Bacungan
Partner Liaison

Carrie Miyasato
Partner Liaison

Project Management

Tony Tran
Project Management Office (PMO) Manager

Ken Wada
Project Manager

Steffi Zacke
Project Manager

Laura Stoddard
Project Manager

Brian Hafalia
Project Manager

Shawn Taylor
Project Manager
CMS, Designers, and Front-end Developers

Patrick Nakamura  
Manager of Creative Services

Corey Rothwell  
Front-end Developer

Jenly Chen  
Front-end Developer

Rika Torres  
Front-end Developer

Rachael Siciliano  
User Experience Designer

Christopher Cosner  
Web Coding Specialist

Developers

Ernest Criss  
Developer

Sebastien How  
Developer

Aga Wichrowska  
Developer

Isaac Strauss  
Developer
System Administrators

Matt Taniguchi
System Administrator

Jerome Koehler
System Administrator

BJ Peter DeLaCruz
Developer

Ilin Rusev
Developer
Success Stories

Hawaii State Library System

**Partner:** Hawaii State Public Library System  
**Launched:** October 6, 2016  
**URL:** www.librarieshawaii.org

HIC was honored to receive two awards on behalf of our work with the Hawaii State Library System website in 2017. Read details on [HIC Awards webpage](#).

Prior to the redesign, the website was difficult to navigate, and left library patrons with very little idea of the depth and breadth of the library’s offerings. Outdated technology made it difficult for the staff to effectively promote library events and services, leaving the website out of step with the times and with the library’s role as a pillar of the community.

Through collaborative user-centered design workshops with library staff, design strategies were uncovered that would appeal to fiercely loyal library users and new users alike. The team used patrons’ personal stories about how the library has impacted their lives, to surface and promote the library’s diverse services such as passports, talking books for the visually impaired, quilt patterns, free databases, free online classes, eBooks, thousands of events, and so much more. The site was also re-organized to reflect how patrons ask questions, making it easier for users to search and find the items they seek. Existing social media imagery was also integrated into the new visual design demonstrating that the library is safe, friendly, community-driven, and a fun place.

State Librarian Stacey Aldrich shares, “We are grateful to the team at the Hawaii Information Consortium, LLC for the thoughtful studies and approach to rebuilding our Web presence. Our website now offers simple navigation and the ability for staff to easily point patrons to all of the great resources HSPLS offers. One of the biggest successes has been the event listings that now surface thousands of cultural, community, computer, reading, and instructional programs available throughout our 50 branches on six islands. We are excited that patrons are now finding programs and services that they previously did not know the library offered... which was exactly our goal!”
Go Hunt, Hawaii!

**Partner:** Department of Land & Natural Resources (DLNR) Hunter Education Program  
**Launched:** March 1, 2017  
**URL:** gohunthawaii.ehawaii.gov

Since 1979, more than 68,000 students have received their certifications through the Department of Land and Natural Resources (DLNR) Hunter Education Program. Annually, more than 2,000 students register and attend Hunter Education classes across the state. This experience has now gotten significantly easier for the public.

On March 1, 2017, the Hunter Education Program launched a new website designed to improve the overall registration and certification experience for Hunter Education students and graduates — and for just about anyone interested in hunting in Hawaii.

On the new, user-friendly website, gohunthawaii.ehawaii.gov, hunters are able to manage their hunting profile, view their class history, request and print replacement certifications, and link directly over to other apps to purchase a hunting license, apply for a lottery hunt, or apply for a letter of exemption. Additional features include: mobile friendly, responsive web design, Hawaiian keyboard, and technical support (including live help chat).

> "Working with ehawaii.gov, we created a website that puts the public in the driver seat of the operation," said Andrew Choy, Hunter Education Program manager. “This collaborative work has been over a year in the making and began with foundational upgrades to our program’s administrative database.” Subsequent phases of this project, which are currently in development, will include online registration for classes. “The bottom line is that we want to improve the quality of our classes, increase accessibility, and streamline access to information,” Choy said.

In line with the Governor’s Initiative to promote government efficiency and transparency, “This project, like many others within the DLNR, increases access and transparency by moving government services online. This is a tremendous win for the public and the department,” said Suzanne Case, DLNR Chairperson. “We are proud of the inter-division collaboration of our staff to move this project forward. The hunting community and public at large will be well-served by this application.”
Hawaii Awards and Notices Data System

**Partner:** Hawaii State Procurement Office

**Launched:** November 17, 2017

**URL:** hands.ehawaii.gov/hands

The State Procurement Office and HIC have continued our long-standing relationship to develop and release the new Hawaii Awards and Notices Data System, affectionately known as "HANDS."

HANDS allows users to easily search for bidding opportunities, contract awards, and CPO requests throughout multiple state and county procurement platforms from a single location. Users can easily sort and filter results by island, category or method of procurement as well as see live updates for all notices for solicitation, awards and approvals. And to make it even easier - no log in is required! HANDS helps users bring awareness to bidding opportunities and drive competition - both of which are major wins for the State.
DCCA BREG Annual Reports Filing Redesign

**Partner:** Department of Commerce and Consumer Affairs  
**Launched:** December 29, 2016  
**URL:** https://hbe.ehawaii.gov/annuals/

Business owners in the state of Hawaii are required to file an annual report to stay in compliance with state laws. Originally launched in 2001, our annual filing online service was completely redesigned in December 2016 to incorporate new functionality and address requests from the site’s users. Major upgrades included adding the ability to submit multiple annual reports with a single payment as well as incorporating User-Centered Design (UCD) to improve usability.

The redesigned annual filing application has many features that address client needs:

- First, the user is presented with an appealing, up-to-date interface that is consistent and cohesive, whether the user is on a laptop or a mobile device
- Customers can now look up their business by business name, instead of only by their file number
- Filers can easily edit their company information and the data is validated
- The new shopping cart allows users to efficiently pay for multiple annual filings at once—no need to file annual reports separately and pay for it one at a time
- Customers can clearly see the option to pay for expedited service
- Users can log in with their account, which pre-fills contact information during the payment process
- When a submission is complete, customers receive an email receipt and a separate email PDF copy of what was submitted online

The changes have been met with resounding success. Upon the launch of the updated service, call volume from users decreased 30 percent, and we look forward to continuing to find new ways to improve overall user experiences for the Department of Commerce and Consumer Affairs.
DLIR Workforce Opportunity Tax Credit Application

Partner: Department of Labor & Industrial Relations

Launched: June 21, 2017

URL: wotc.ehawaii.gov

Did you know that there is over $1 billion in tax credits available to employers that hire veterans and others with significant barriers to employment? And now, credits are even easier to claim with the launch of our new online service, the Workforce Opportunity Tax Credit (WOTC). The maximum tax credit ranges from $1,200 to $9,600, depending on the employee hired.

“Making these requests available online is part of my effort to make government more effective and efficient while also facilitating the employment of our veterans and other job seekers,” said Governor Ige. “I especially appreciate the department using special federal grant monies to develop the eApplication without State funds.”

Using the WOTC service, employers fill out online forms and their requests are immediately entered into the processing queue. WOTC also centralizes the processing of requests and serves as a repository for supporting documentation, all of which results in improved efficiency in processing.

“The department receives nearly 400 certification requests a month for the tax credit,” said DLIR Director Linda Chu Takayama. “This service enables employers to monitor the status of their requests via a personalized dashboard, which is a level of service we could not provide before.”
Closing

As we look forward to 2018, we will maintain our unwavering commitment to our partnership with ETS, the Access Hawaii Committee, and to all agency partners from all branches of state and county government in Hawaii. We thank you for the opportunity to continue to make exceptional services available to the public, businesses, and other government agencies.
Contact Information

_Hawaii Information Consortium, LLC_

201 Merchant Street, Suite 1805
Honolulu, HI 96813
(808) 695-4620
hic.ehawaii.gov

_Burt Ramos_, General Manager
burt@ehawaii.gov
(808) 695-4616

_Janet Pick_, Director of Portal Operations
janet@ehawaii.gov
(808) 695-4625
Appendices

Appendix A: Customer Service Statistics
Appendix B: Marketing & Outreach
Appendix C: Web Analytics
Appendix D: Glossary
Appendix A: Customer Service Statistics

HIC believes that customer service is key to being a great company and our #1 goal is to provide top-notch support to the public and to our partners. Our contract requires that we run a help desk to assist individuals on weekdays from 7:30 AM to 4:30 PM and that we respond to all requests within two business days. Our highly trained and enthusiastic customer support team knows our services inside and out. If a customer has a question or problem while using one of our services, our team is available to help via telephone, email, or live chat during work hours. We also contract with a virtual answering service to offer 24/7 phone support to ensure citizens receive the help they need 24/7, day or night.

Fielding an average of over 6,000 interactions monthly via emails, phone calls and online chats for 115+ services, our team surpasses the requirement set in our contract of returning calls within two business days. We return any missed communications the same day and the next business day for communications that come in after business hours. Our email average response time is 4 hours and 56 minutes. The team strives to provide accurate and effective information in a timely and professional manner, whether dealing with the public or working with our partners. From January 1, 2017 to October 31, 2017, HIC’s customer service department handled 59,955 inquiries, a decrease of over 7,464 compared to the same period in 2016. The decrease in inquiries is attributed to improvements in usability of existing and new services.

And it’s not only questions about the services we personally provide that we support - we also serve as an informal state helpline and excel at answering just about any question a citizen can have - from which beaches are most dog-friendly, to who to contact for potholes, tree trimming on public property, and even responding to grade school student inquiries about the State of Hawaii.

Please read the customer service statistics in the Total Interactions by Service section for a full report of interactions broken down by service.
Customer Feedback

Below is a sampling of comments given to our HIC team members by actual customers.

"Norman was very quick to respond, very patient and understanding to my concerns/inquiries and also called me to follow-up whether I understood procedures and discussed alternative options. He was clear and articulate. He is an asset to your company."

"Jamie, you are always so helpful and I sincerely appreciate that you work tirelessly to assist in navigating this system, which as I understand, only exists in our state. I know you deal with a lot of frustrated people daily, so even more kudos to you for your aloha spirit."

"I wanted to first of all thank the supervisor(s) and manager(s) who Norman reports to at his work place. He was very professional, competent, and helpful. I am new to this, and his efficiency and caring attitude got me over the nervousness of filling out all of the many forms online, and in writing. Simply put: Mahalo Norman! I hope you know that you made my day. My wife and kids weren't on the phone, but on behalf of them, I thank you."

"Ron was very helpful and pleasant. He told me where I needed to go and he also waited to make sure that I got the link of where I needed to be. He made it easy for me to get information that was needed. Service like this comes from within. Keep up the excellent work."

"Bobby was very attentive to all my questions. Very fast reply. I like that. Thanks for your service."

"I deal with all 50 states, and Norman's help was great. I would probably still be trying to figure out what to do if not for him. Great job!"

"Bobby has already made my day a better one. Went from freaking out to okay... bye!"

"This is what customer service should be. Can't praise Jamie enough. She was very helpful, found the solution, helped me resolve the issue. Thank you so much."
"Ron not only answered my question he went the extra mile to provide me with a link to the correct information. Really appreciated the efficiency, speed and politeness."

"Jamie spotted my problem right away (my operator error) and explained what I needed to do. She was very helpful and courteous – true ALOHA spirit!"

"Norman was great. Originally called him on phone, and then he set up chat. With his excellent instructions and amiable patience, was able to get correct tax info and pay my property tax online! Superb! Deserves AAA+ kudos!"

**Total Interactions by Service**

**Total Number of Interactions**

Below is a table showing the total number of customer service interactions (phone, chat and emails) from January 1, 2017 to October 31, 2017 with count and percentage breakdown by interaction type.

<table>
<thead>
<tr>
<th>Interaction Type</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls</td>
<td>23,618</td>
<td>39%</td>
</tr>
<tr>
<td>Chats</td>
<td>20,444</td>
<td>34%</td>
</tr>
<tr>
<td>Emails</td>
<td>15,892</td>
<td>27%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>59,954</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>
Number of Interactions by Service – Chart View

Below is a chart showing the total number of customer service interactions* (phone, chat and emails) from January 1, 2017 to October 31, 2017 with percentage breakdown by service.

*Only services that account for 2% of interactions or higher are included.
Number of Interactions by Service – Table

Below are the statistics for the total number of customer service interactions (phone, chat and emails) from January 1, 2017 to October 31, 2017 with a breakdown showing the most interactions by specific service.

<table>
<thead>
<tr>
<th>Service</th>
<th>Contacts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vital Records</td>
<td>7,336</td>
</tr>
<tr>
<td>Professional &amp; Vocational Licensing (PVL)</td>
<td>6,953</td>
</tr>
<tr>
<td>Hawaii Compliance Express (HCE)</td>
<td>6,625</td>
</tr>
<tr>
<td>Login Questions</td>
<td>5,648</td>
</tr>
<tr>
<td>State Camping</td>
<td>4,679</td>
</tr>
<tr>
<td>Medical Marijuana</td>
<td>3,695</td>
</tr>
<tr>
<td>Business Registrations</td>
<td>2,755</td>
</tr>
<tr>
<td>Electronic Marriage and Civil Union System (EMRS)</td>
<td>2,554</td>
</tr>
<tr>
<td>DoTax (non-HCE) referred</td>
<td>1,928</td>
</tr>
<tr>
<td>Notary</td>
<td>1,467</td>
</tr>
<tr>
<td>BOC Search</td>
<td>1,456</td>
</tr>
<tr>
<td>Misc-HIC</td>
<td>1,252</td>
</tr>
<tr>
<td>DCCA Annual Reports</td>
<td>1,215</td>
</tr>
<tr>
<td>Etraffic</td>
<td>1,149</td>
</tr>
<tr>
<td>Employees' Retirement System</td>
<td>1,123</td>
</tr>
<tr>
<td>Hawaii Business Express (HBE)</td>
<td>1,052</td>
</tr>
<tr>
<td>Non-HIC info</td>
<td>879</td>
</tr>
<tr>
<td>Hawaii Unemployment Insurance Express (HUI)</td>
<td>810</td>
</tr>
<tr>
<td>Motor Vehicle Renewals</td>
<td>717</td>
</tr>
<tr>
<td>eCrim</td>
<td>716</td>
</tr>
<tr>
<td>Hawaii Teacher Standards Board</td>
<td>703</td>
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<tr>
<td>Insurance License Renewals</td>
<td>634</td>
</tr>
<tr>
<td>Narcotics Enforcement</td>
<td>603</td>
</tr>
<tr>
<td>Real Property Tax Payments</td>
<td>584</td>
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<tr>
<td>HIEPRO</td>
<td>384</td>
</tr>
<tr>
<td>Payment Questions</td>
<td>380</td>
</tr>
<tr>
<td>Hawaii County Camping</td>
<td>332</td>
</tr>
<tr>
<td>Hunting</td>
<td>273</td>
</tr>
<tr>
<td>DLNR Boating Division</td>
<td>271</td>
</tr>
<tr>
<td>Service</td>
<td>Contacts</td>
</tr>
<tr>
<td>-----------------------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>Name Change</td>
<td>257</td>
</tr>
<tr>
<td>Wiki (Weddings)</td>
<td>191</td>
</tr>
<tr>
<td>DLIR (non HCE)</td>
<td>183</td>
</tr>
<tr>
<td>Subscriber</td>
<td>141</td>
</tr>
<tr>
<td>Child Support Enforcement Agency (CSEA)</td>
<td>127</td>
</tr>
<tr>
<td>State Calendar</td>
<td>126</td>
</tr>
<tr>
<td>DoTax (non-HCE)</td>
<td>124</td>
</tr>
<tr>
<td>Film Permit</td>
<td>122</td>
</tr>
<tr>
<td>Real Estate Branch</td>
<td>121</td>
</tr>
<tr>
<td>Fishing</td>
<td>88</td>
</tr>
<tr>
<td>Charities/Solicitors</td>
<td>84</td>
</tr>
<tr>
<td>Water</td>
<td>50</td>
</tr>
<tr>
<td>Sex (Covered) Offender</td>
<td>31</td>
</tr>
<tr>
<td>Efile</td>
<td>24</td>
</tr>
<tr>
<td>HSID</td>
<td>24</td>
</tr>
<tr>
<td>TB</td>
<td>20</td>
</tr>
<tr>
<td>Airport Auctions</td>
<td>15</td>
</tr>
<tr>
<td>Landshark</td>
<td>12</td>
</tr>
<tr>
<td>Wastewater</td>
<td>10</td>
</tr>
<tr>
<td>Na Ala Hele Trails</td>
<td>8</td>
</tr>
<tr>
<td>DCAB</td>
<td>7</td>
</tr>
<tr>
<td>Employer-Union Health Benefits Trust Fund</td>
<td>7</td>
</tr>
<tr>
<td>Elevator Inspections</td>
<td>5</td>
</tr>
<tr>
<td>WOTC</td>
<td>5</td>
</tr>
</tbody>
</table>
## Appendix B: Marketing & Outreach
### 2017 Portal Notifications

HIC sends postcards, reminders, alerts and other notices on behalf of many of our partners. These include U.S. postal mail, email, and automated email and text messages via the eHawaii.gov Notification Service. The eHawaii.gov Notification Service is integrated with my.hawaii.gov where portal users can view a history of automated notifications received from the Portal. The table below lists some of the notifications sent in 2017.

<table>
<thead>
<tr>
<th>Agency</th>
<th>Service Name</th>
<th>Description</th>
<th>Message Type(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>County of Kauai</td>
<td>Real Property Tax eBill (payments.ehawaii.gov/propertytax/kauai)</td>
<td>Email eBill notice County of Kauai property owners.</td>
<td>Email</td>
</tr>
<tr>
<td>DCCA BREG</td>
<td>AlertMe (alertme.ehawaii.gov)</td>
<td>Near real-time business activity monitoring alerts of business registration filings and reminders to file your annual business report.</td>
<td>Email, Text Message</td>
</tr>
<tr>
<td>DCCA BREG</td>
<td>Annual Business Filings (hbe.ehawaii.gov/annuals)</td>
<td>Email reminder to file your annual business report.</td>
<td>Email</td>
</tr>
<tr>
<td>DCCA BREG</td>
<td>Annual Business Filings (hbe.ehawaii.gov/annuals)</td>
<td>Postcard reminder to file your annual business report.</td>
<td>Postcard</td>
</tr>
<tr>
<td>DCCA INS</td>
<td>Hawaii Insurance License Renewals (<a href="http://www.ehawaii.gov/insrenew">www.ehawaii.gov/insrenew</a>)</td>
<td>Email Reminder to renew your Hawaii insurance license.</td>
<td>Email</td>
</tr>
<tr>
<td>DCCA INS</td>
<td>Hawaii Insurance License Renewals (<a href="http://www.ehawaii.gov/insrenew">www.ehawaii.gov/insrenew</a>)</td>
<td>Postcard reminder to renew your Hawaii insurance license.</td>
<td>Postcard</td>
</tr>
<tr>
<td>DCCA PVL</td>
<td>PVL License Renewals (pvl.ehawaii.gov/renewals)</td>
<td>Email reminder to renew your professional vocational license.</td>
<td>Email</td>
</tr>
<tr>
<td>DCCA PVL</td>
<td>PVL License Renewals (pvl.ehawaii.gov/renewals)</td>
<td>Postcard reminder to renew your professional vocational license.</td>
<td>Postcard</td>
</tr>
</tbody>
</table>
### Agency Service Name Description Message Type(s)

**DLIR UI**  
Hawaii Unemployment Insurance Express (hui.ehawaii.gov)  
Reminder to employers that your Unemployment Insurance form is due.  
Email, Text, Message

**DPS NED**  
Controlled Substances Registration System (ned.ehawaii.gov)  
Notice regarding change in registration fees for prescribers of narcotics.  
Email

**SPO**  
HlePro (hiepro.ehawaii.gov)  
Newsletters, overdue payment notices, service improvement notices, surveys, and other announcements to HlePro users.  
Email

**SPO**  
Surplus Auction Service (sposurplusauction.ehawaii.gov)  
Notice announcing upcoming auction.  
Email

**State of Hawaii**  
RSS Alerts (portal.ehawaii.gov)  
Alert of State of Hawaii government news.  
Email, Text, Message

### 2017 Press Releases

<table>
<thead>
<tr>
<th>Title</th>
<th>URL</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Circuit Court Criminal and Family Court Criminal Cases Now Available Online</td>
<td>m.hi.gov/201701judcourt</td>
<td>01/23/17</td>
</tr>
<tr>
<td>Hawaii State Judiciary Launches New Mobile App</td>
<td>m.hi.gov/201701judapp</td>
<td>01/25/17</td>
</tr>
<tr>
<td>Go Hunt, Hawaii: Hawaii’s Official Hunting Resource</td>
<td>m.hi.gov/2tm</td>
<td>03/01/17</td>
</tr>
<tr>
<td>Nurses Urged to Renew Early and Online at MyPVL</td>
<td>m.hi.gov/2f6</td>
<td>04/17/17</td>
</tr>
<tr>
<td>Hawaii State Library Website Wins Best Government Website Award</td>
<td>m.hi.gov/wma</td>
<td>09/13/17</td>
</tr>
<tr>
<td>Hawaii’s User-Centered Redesign of Annual Filing Website Wins Government Standard of Excellence Award</td>
<td>m.hi.gov/award</td>
<td>09/13/17</td>
</tr>
<tr>
<td>State Launches New Online Workforce Tax Credit Application</td>
<td>m.hi.gov/2p6</td>
<td>10/23/17</td>
</tr>
<tr>
<td>Hawaii State Library Website Wins Silver W3 Award</td>
<td>m.hi.gov/2r4</td>
<td>10/27/17</td>
</tr>
<tr>
<td>Professional and Vocational License Application Online Status Search Now Available</td>
<td>m.hi.gov/2sa</td>
<td>11/07/17</td>
</tr>
</tbody>
</table>
## 2017 Awards Received

<table>
<thead>
<tr>
<th>Award</th>
<th>URL</th>
<th>App / Company Name</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web Marketing</td>
<td><a href="webaward.org/winner.asp?eid=33300#Wa9">webaward.org/winner.asp?eid=33300#Wa9</a></td>
<td>Hawaii State Public Library System</td>
<td>Best Government Website</td>
</tr>
<tr>
<td>Web Marketing</td>
<td>[DxYpJn fz](DxYpJn fz)</td>
<td>Redesigned Annuals</td>
<td>Government Standard of Excellence</td>
</tr>
<tr>
<td>W3 Award</td>
<td><a href="w3award.com">w3award.com</a></td>
<td>Hawaii State Public Library System</td>
<td>Silver Winner</td>
</tr>
</tbody>
</table>
Appendix C: Web Analytics

The graphics below represents web analytics from January 1 - October 31, 2017 on our services. HIC is available to discuss any requests for additional web analytics.

Page Visits (Applications Only)

Time is in weeks.
Visits by Browser and Device (Applications Only)

- **Chrome**: 3,226,362
- **Safari**: 1,933,115
- **Internet Explorer**: 1,710,105

- **Desktop**: 5,803,089
- **Mobile**: 1,799,127
- **Tablet**: 325,868
Appendix D: Glossary

- **Avoided Costs** – Costs avoided in regards to labor associated with data entry, paper, mailing, marketing and outreach. This does not include any IT related costs/savings.

- **CMS** (Content Management System) – A system of software that provides website authoring, collaboration, and administration tools to help users with little/no knowledge of web coding to create, edit, and manage website content.

- **HIC Revenue Total** – Sum of “Partner Paid HIC” and “User Paid HIC”.

- **Partner** – State or County agency.

- **Partner Paid HIC** – Amount partner pays HIC which may include Portal Administration Fee if absorbed by the partner.

- **Partner Total** – Amount disbursed by HIC to partner.

- **Portal Administration Fee** – Sum of service fee (i.e. convenience fee of using the service) and transaction fee (i.e. credit card or eCheck fee).

- **Service** - A service is an online web application or a CMS website.

- **Statutory Fees Collected** – Statutory Fees collected by HIC on behalf of the partner.

- **Time and Materials** – Funds paid by partner based upon fixed cost or hourly contract rates.

- **Total Funds Collected** – Total monies collected through the portal.

- **Transactional Revenue** – Funds generated through transaction fees paid by the customer or partner to HIC.

- **User** – Customer or public user of the service.

- **User Paid HIC** – Amount user pays in Portal Administration Fees.

- **Web application** – An application that utilizes web technologies to allow users to perform tasks over the internet using their web browser (e.g., searching for data, submitting forms, renewing licenses, buying permits, paying taxes).
Exhibit 2

SOW-AGENCY-DIVISION-PROJECT NAME

State/County Agency:
Agency Contact:
Agency Email:
Agency Address:
Agency Phone:
HIC PM:
HIC PM Email:
HIC PM Phone:
Application Name:
Business Model:
Estimated Deployment Date:

Scope of Work and Deliverables

Delivery:

The “STATE” or “COUNTY” shall have fifteen (15) working days to review each deliverable and to either notify HIC of acceptance, or to provide HIC a detailed list of deficiencies that must be remedied prior to payment being made. In the event the “STATE” or “COUNTY” notifies HIC of material, non-compliance with the functional specifications, HIC shall correct the same within fifteen (15) working days, unless the “STATE” or “COUNTY” consents in writing to a longer period of time.

Table to filled out as sample below:

<table>
<thead>
<tr>
<th>Task Duration</th>
<th>Description</th>
<th>Deliverable</th>
<th>Role</th>
<th>Hours</th>
<th>Rate (h)</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>TBD</td>
<td>Signed Statement of Work</td>
<td>Signed SOW</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Kickoff Meeting</td>
<td>Determine Start of Project Work</td>
<td>Work Plan with dates for each deliverable presented</td>
<td>Developer</td>
<td>12</td>
<td>$80</td>
<td>$960</td>
</tr>
<tr>
<td>Timeframe</td>
<td>Activity Description</td>
<td>Roles</td>
<td>Hours</td>
<td>Rate</td>
<td>Total</td>
<td></td>
</tr>
<tr>
<td>---------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
<td>---------------------</td>
<td>-------</td>
<td>-------</td>
<td>--------</td>
<td></td>
</tr>
<tr>
<td>5 weeks after kickoff meeting</td>
<td>1-2 facilitated workshops, Site architecture (Sitemap, Home page explorations), wireframes as needed</td>
<td>Sr PM</td>
<td>24</td>
<td>$120</td>
<td>$2,880</td>
<td></td>
</tr>
<tr>
<td>15 working days after completed wireframes</td>
<td>Approval to proceed</td>
<td>Sign off</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 week after wireframes are approved</td>
<td>Design prototype (Image mockups of key pages)</td>
<td>Developer</td>
<td>16</td>
<td>$80</td>
<td>$1,280</td>
<td></td>
</tr>
<tr>
<td>15 working days after design prototype completed</td>
<td>Approval to proceed</td>
<td>Sign off</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 weeks after design prototype approved</td>
<td>Beta deployment</td>
<td>Website deployed in TEST environment</td>
<td>Developer</td>
<td>80</td>
<td>$80</td>
<td>$6,400</td>
</tr>
<tr>
<td>15 working days after website deployed in test environment</td>
<td>Approval to proceed</td>
<td>Sign off</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Design prototype (Image mockups of key pages)</td>
<td>Sr PM</td>
<td>5</td>
<td>$120</td>
<td>$600</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Design prototype (Image mockups of key pages)</td>
<td>Sys Admin</td>
<td>5</td>
<td>$100</td>
<td>$500</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Website deployed in TEST environment</td>
<td>Developer</td>
<td>80</td>
<td>$80</td>
<td>$6,400</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Website deployed in TEST environment</td>
<td>Sys Admin</td>
<td>5</td>
<td>$100</td>
<td>$500</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Website deployed in PROD environment</td>
<td>Developer</td>
<td>6</td>
<td>$80</td>
<td>$480</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Website deployed in PROD environment</td>
<td>Sr PM</td>
<td>3</td>
<td>$120</td>
<td>$360</td>
<td></td>
</tr>
<tr>
<td>1 week after site deployed to TEST</td>
<td>Testing, OHS training &amp; review</td>
<td>1 training session for OHS personnel</td>
<td>Developer</td>
<td>8</td>
<td>$80</td>
<td>$640</td>
</tr>
<tr>
<td></td>
<td>1 training session for OHS personnel</td>
<td>Sr PM</td>
<td>5</td>
<td>$120</td>
<td>$600</td>
<td></td>
</tr>
<tr>
<td>15 working days after testing website deployed in test environment</td>
<td>Approval to proceed</td>
<td>Sign off</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 training session for OHS personnel</td>
<td>Developer</td>
<td>8</td>
<td>$80</td>
<td>$640</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 training session for OHS personnel</td>
<td>Sr PM</td>
<td>5</td>
<td>$120</td>
<td>$600</td>
<td></td>
</tr>
<tr>
<td>20% payment ($3,141.36)</td>
<td>1 training session for OHS personnel</td>
<td>Developer</td>
<td>8</td>
<td>$80</td>
<td>$640</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 training session for OHS personnel</td>
<td>Sr PM</td>
<td>5</td>
<td>$120</td>
<td>$600</td>
<td></td>
</tr>
<tr>
<td>20% payment ($3,141.36)</td>
<td>1 training session for OHS personnel</td>
<td>Developer</td>
<td>8</td>
<td>$80</td>
<td>$640</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 training session for OHS personnel</td>
<td>Sr PM</td>
<td>5</td>
<td>$120</td>
<td>$600</td>
<td></td>
</tr>
</tbody>
</table>
15 working days after website deployed in PROD environment

<table>
<thead>
<tr>
<th>Approval to proceed</th>
<th>Sign off</th>
<th>20% payment ($3,141.36)</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>Post Launch</td>
<td>Final invoice sent 90-days post launch</td>
</tr>
</tbody>
</table>

NOTES:

*Items that may affect delivery dates, i.e. Board that makes decisions only meets once per month, can be explained here.*

**Work Plan/Deliverables:**

HIC is to provide a detailed description of all the tasks that are to be completed to accomplish each of the deliverables in the table above. This will serve a road map for the project.

Specific completion dates to be included for each deliverable within 2 days after contract is signed.

The following is an example of the deliverables to be provided by Contractor to Customer under this SOW:

**PHASE 1 – Wireframes (July 1 – July 30)**

- Writing XXXX application into XXXX (July 1 – July 4)
- Assistance with the transition to JSON (July 5 – July 10)
- Support to XXXX to implement updates or required changes to the application (July 11- July 30)
- Maintenance support

**PHASE 2 - Design Prototype**

- Writing XXXX application into XXXX
- Assistance with the transition to JSON
- Support to XXXX to implement updates or required changes to the application
- Maintenance support

**PHASE 3 - Beta Deployment**
• Writing XXXX application into XXXX
• Assistance with the transition to JSON
• Support to XXXX to implement updates or required changes to the application
• Maintenance support

PHASE 4 - Testing, OHS training & Review

• Writing XXXX application into XXXX
• Assistance with the transition to JSON
• Support to XXXX to implement updates or required changes to the application
• Maintenance support

HIC shall, at the commencement of project discussions, also identify and define all dependencies that may occur for each stage of the project and present those dependencies in writing, as part of this section, prior to signing of the SOW.

FEES - Include Total cost (including tax) and breakdown of all other fees (i.e. development, hosting, maintenance and support, and other fees).

Applicability of Transaction Fees:

Other HIC Fees:

Maintenance and Support Fees:

Invoice and Payment Schedule

The total not-to-exceed cost for this project is $XXX.00 and will be invoiced and paid 30-days after invoice is received according to the following schedule:
### Invoice Schedule

<table>
<thead>
<tr>
<th>Date</th>
<th>Deliverable</th>
<th>Price</th>
<th>GE Tax</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Payment upon deployment of functional test system and “STATE” or “COUNTY”</td>
<td>$XXX.00</td>
<td>$XX.00</td>
<td>$XXX.00 (20%)</td>
</tr>
<tr>
<td></td>
<td>acceptance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Payment upon completion of testing and “STATE” or “COUNTY” acceptance</td>
<td>$XXX.00</td>
<td>$XX.00</td>
<td>$XXX.00 (20%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Payment after acceptance letter signed by “STATE” or “COUNTY” and submittal</td>
<td>$XXX.00</td>
<td>$XX.00</td>
<td>$XXX.00 (20%)</td>
</tr>
<tr>
<td></td>
<td>of application for launch to production environment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Payment at end of 90-day warranty period</td>
<td>$XXX.00</td>
<td>$XX.00</td>
<td>$XXX.00 (40%)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>TOTAL</strong></td>
<td>$XXX.00</td>
<td>$XX.00</td>
<td><strong>$XXX.000</strong></td>
</tr>
</tbody>
</table>

### Additional Responsibilities of State/County:

List set of responsibilities for STATE/COUNTY that are specific to this project.

### Additional Responsibilities of HIC:

List set of responsibilities for HIC that are specific to this project.

### Checklist of Services HIC Will Provide

**Idea Development**

- Analysis of existing processes, workflows and systems
Roadmap creation
Workflow process re-engineering
Alternative solution exploration

Customer Service

- 24/7 customer service via phone, web chat, and email
- Monthly customer service statistics
- Technical support for users

Strategic Marketing

- Business cards and postcards
- Email and text notifications and reminders
- Posters and multimedia presentations
- Content modifications for online and offline collateral
- Social media integration

Project Management

- Agile process and experienced project teams
- Requirements collection and development
- Workflow reengineering
- Solution estimating
- Alternative approach planning and development

Web Design and Development

- Accessibility and 508 compliance
- 24/7 customer service support
- Java application development
- Mobile applications (Android and iOS)
- Responsive web design
- User feedback data pipelines
- User centered design
- User experience, user interface, and visual design
- Web Content Management Systems

Servers & Security

- Endeavor Data Center with 99.99% uptime
- Secured redundant UPS power systems
- Regular server monitoring and tracking
- 24/7 security and video surveillance
- Smoke detection and dry pipe fire systems
3rd Party Merchant Processing

- Level-3 PCI DSS compliance
- Secure configuration with external PCI scans
- Credit card and electronic check payments
- ACH and manual disbursements
- Chargeback and refund support
- Collection and frontline customer support for all payments
- Reporting modules