

# Simplify Processes With Business Licensing and Tax Solutions

**Public sector leaders have been driving digital transformation for over a decade. What's different now? Evolving technology and rising expectations from constituents and businesses.**

Initially, the focus was on digitization—moving from paper to digital to cut costs. Now, the priority has shifted to improving the customer experience, increasing compliance, and enhancing staff productivity.

However, many governments still rely on outdated systems that do not support these new priorities, creating significant challenges.

The opportunity lies in modern technology, which enables self-service, reduces staffing demands, and transforms public records into strategic assets. Governments face a critical choice: stick with legacy systems that drain resources or adopt modern solutions that enhance service delivery.

Forward-thinking cities, counties, and state agencies are already reimagining how they serve constituents and businesses. This primer explores the key moves governments can make and the benefits of embracing modernization.



## From Modernization to Maximization

Adopting a modern solution that acts as the system of record and as a single source of truth for your [business licensing](#) and [tax filing](#) ensures that your processes are driving the highest levels of compliance (read: fee and tax payments) for your government and community.

A modern solution also can feed data to your financials solution (ERP) and provide powerful dashboard and reporting capabilities to make it easier to track filings, be transparent, and show revenue impact.

## Government departments and agencies that have adopted a modern tax and licensing solution are able to show the following impacts:



### Improved Revenue Reliability

They can both see and show how they are delivering revenue for their community by simplifying the process for tax payments and license applications and renewals.



### Self-Service Optionality

With a modern solution, they can provide superior customer experience via an online payment portal that has automated alert functionality and simple payment features—like fee and tax calculators that ensure businesses and other filers are paying the correct amount every time.



### Data for Decision Making

With more digital filings (>90% for most agencies), they have all the data they need in one place for reporting and analytics.

## The Big Picture – and the Big Costs – of Not Changing

Legacy systems drain government agencies with rising costs and declining efficiency. The results below are based on analysis of transaction data before adopting GovOS.



### Less Revenue

20% less when staff don't have the ability to focus on adoption and compliance because they are too tied up in day-to-day work.



### Higher Taxpayer Costs

50% more time is spent by businesses and staff when agencies continue to rely on manual processes for some or all of their tax and licensing work.



### Ongoing Operational Headaches

Staff often don't even know what their compliance rates are without a modern solution, which helps them achieve 95% compliance rates.

## THE PROBLEM:






- ☒ **Legacy systems = lost revenue.**  
Inefficiencies lead to lower collections, costing agencies hundreds of thousands—or more.
- ☒ **Outsourced services = loss of control.**  
Revenue-sharing models can take up to 40%, making it harder to justify costs as collections grow.



## THE SOLUTION: [TRUE CLOUD ARCHITECTURE](#)

- ☒ **Not all “cloud” solutions are created equal.**  
Many vendors just host outdated systems in the cloud—keeping the same limitations. [GovOS is different.](#)
- ☒ **Predictable costs, more revenue.**  
Transparent pricing means you keep more as you grow, with implementation costs 20% lower than traditional systems.
- ☒ **Empowers your team.** No reliance on expensive consultants—intuitive tools let staff manage workflows and updates independently.
- ☒ **Built-in security.** Automatic updates, encrypted protection, and disaster recovery—no downtime or manual maintenance.
- ☒ **True partnership.** GovOS measures success by your agency’s outcomes, not by selling software or services.

## What to Ask Before You Choose a Solution:

-  Will costs stay predictable as your needs grow?
-  How much control will you have over operations and data?
-  Is implementation quick and manageable?
-  Can the system adapt to your future needs without custom development?
-  What support and training are included?

## Why GovOS?

GovOS delivers modern, cloud-native technology that enhances efficiency, improves service, and eliminates vendor lock-in and hidden costs.

Ready to transform your agency? [Contact GovOS today](#) to see how a modern platform can maximize efficiency while protecting your autonomy and budget.