SC.GOV

2017 IN REVIEW

NIC

COMMUNITY

Improving government interactions across the U.S.

2017 Stats:

320+ Million

Total Transactions

$26+ Billion

Payments Securely Processed by NIC

5,500+

Federal, State & Local Agency Government Partners

VALUE

Together, we help South Carolinians efficiently interact with the government online.

5.3+ Million	**$323 Million**	**$1.8 Billion**
Total transactions in 2017	Payments securely processed in 2017	Payments securely processed since 2005

CITIZEN ENGAGEMENT & COLLABORATION

It takes true partnership to make digital government work.

32,345
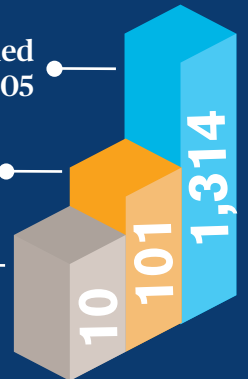Customer Support Requests

3.6 Million
Page Views to SC.gov

19,000
Social Media Followers (Facebook & Twitter)

apps & services launched since 2005 — **1,314**

apps & services launched in 2017 — **101**

service enhancements in 2017 — **10**

EFFICIENCY

Our funding model delivers cost savings.

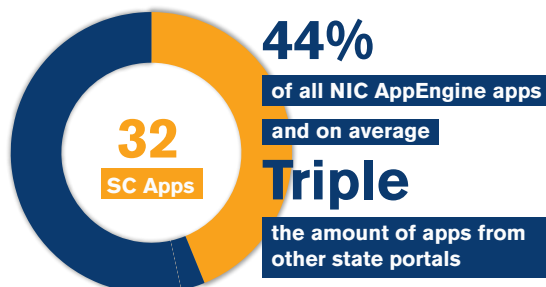| State of South Carolina **Cost Avoidance**	**$2.2+ Million** In 2017	**$21.1+ Million** Since 2005

2017 IN REVIEW

IN THE SPOTLIGHT

AppEngine: A Win-Win for partners and SC.gov

AppEngine is a solution to quickly develop and launch online services, turn existing non-revenue generating PDFs into streamlined online services, in addition to reducing the workload on our development staff. In 2017, a total of 32 services for 12 partners were launched using AppEngine, requiring no development resources, and we're excited about what's coming in 2018!

32
SC Apps

44%
of all NIC AppEngine apps
and on average
Triple
the amount of apps from other state portals

FEATURED SERVICE

Secretary of State Business Entities Online

On January 16, 2017, the Secretary of State's (SOS) office in partnership with SC.gov implemented a Business Entities Online solution that provides a digital method to incorporate, amend, merge or dissolve business operations in the state at any time. The world class solution simplifies a major point of interaction between business and government, and cuts turnaround time by 93 percent when compared to the traditional paper based filing.

The major features of the application are:
▪ Public Business Search
▪ Public Agent Search
▪ Public Online Business Profiles
▪ Public Online Business Filing Forms
▪ Public Online Document and Certificate Request System
▪ Public Online Subscriber Portal

The effectiveness of this application has been stunning, achieving more than four times the projected adoption rate for online filings. User feedback has been tremendously positive and the average online adoption rate is 56 percent, with 43,832 transactions processing $4.3 million securely.

The internal application used by agency staff includes a manual review workflow for business filings to ensure accuracy and completeness. It also provides a method for cashiering filings received through the mail and end-of-day financial recording. The agency also has configuration management to change the online service.

Through this application, the SOS's office has achieved increased productivity and cost savings. Time consuming processes, such as batch scanning and review has been eliminated. This solution has improved agency resource allocation, public accessibility, and customer service and support.

"Now the Secretary of State's Office can receive electronic filings for 150 corporate applications. This business friendly process accelerates creating a new business or making changes to an existing business. South Carolina is committed to being on the forefront of technology in an ever changing world economy where business is transacted around the clock."

– Mark Hammond, South Carolina Secretary of State

INNOVATION

We embrace the latest technology to provide value to all. Place your citizens at the center of the government experience.

In October 2017, Gov2Go, the nation's first personal assistant for government, launched in all 50 states.

Gov2Go places your citizens at the center of the government experience with personalized, timely reminders. Citizens across the country are already taking advantage of this one-stop shop for government services that now features biometric thumbprint login and securely stored payment information.

Six states have already deployed unique services on the Gov2Go platform, with more planning to join in 2018.

Learn more at:
egov.com/innovation/gov2go

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12 YEAR PARTNERSHIP WITH SOUTH CAROLINA

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interactive
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