CASE STUDY
State of Kansas

Kansas State Capitol

The Challenge

The State of Kansas Alcoholic Beverage Control Division (Kansas ABC) of the Kansas Department of Revenue enforces Kansas liquor laws through issuing state licenses and permits, monitoring product flow, conducting compliance checks of licensed premises, and enforcing restrictions on underage access to alcohol and a variety of other statutory violations. Within the largely rural state, which has a population of about 2.9 million, Kansas ABC is responsible for managing over 5,000 active liquor licenses, as well as issuing hundreds of temporary permits each year.

As of 2012, Kansas ABC was using multiple databases and spreadsheets to manage licenses and permits – meaning the same information often had to be entered several times, into several different systems. This duplication of time and effort resulted in reduced productivity and lowered efficiency. Some forms had data that did not have a corresponding place in the databases, forcing the State to store hard copies in dozens of filing cabinets. The databases also frequently required updates and maintenance, causing hours-long periods of system downtime.

For Kansans who wanted to renew or apply for a license or permit, they needed to either physically deliver their application to the ABC office in Topeka or mail it. The application license would need to go through a manual approval process, after which a license document was mailed back. This turnaround could take up to 30 days.

Wanting to reduce inefficiencies and duplication, decrease reliance on paper copies, and expedite the licensing process for its citizens and licensees, Kansas ABC decided it needed to update its licensing and enforcement management solution.

The Solution

In late 2012, the Kansas Department of Revenue and the Alcoholic Beverage Control Division conducted a thorough review of available solutions in the market. Following a six-month evaluation period, ABC selected Computronix to implement its industry leading POSSE ABC solution. Debbi Beavers, the Kansas ABC director, explained that "POSSE ABC was chosen because it was a

- ✓ Automated system for licensing and inspections has saved Kansas time and money

- ✓ Staff can now enter data into one system rather than multiple systems, streamlining a formerly cumbersome process

- ✓ Efficient workflows help staff save time and process applications quickly

- ✓ More accurate data tracking and reporting

- ✓ 57% of license and permit applications are now done online

- ✓ Elimination of paperwork has reduced the number of filing cabinets from 35 to 11, an estimated reduction of over 200,000 stored papers.

Kansas Landscape

flexible and all-encompassing solution – able to manage all of our licensing, enforcement, and legal needs"

POSSE ABC is built on the POSSE platform, designed to streamline ABC business processes to allow organizations to proactively manage the business and data relevant to liquor licensing and licensee compliance and enforcement. It includes web applications for internal staff, external applicants, mobile inspectors, contractors, and citizens.

For Kansas, POSSE ABC allows citizens to apply for licenses and permits online and get approvals without ever having to visit the state office. Leveraging the power of a contemporary relational database, POSSE ABC links data from across the system. Information only needs to be entered a single time. Kansas ABC staff are now able to enter data in a much simpler process and have better tools to track performance and

measure quantitative data.

With POSSE ABC, having a single system to manage all data saves a substantial amount of time. For example, when a violation is discovered during an inspection, it now takes only about an hour to file a report that previously could take up to a full day.

POSSE ABC has improved business processes across the board for the Kansas Alcoholic Beverage Control Division, helping all employees, from the enforcement agents in the field to the staff in the central office. As Debbi Beavers describes, "Implementing POSSE ABC has made our division more accessible and professional. We have been able to reduce paper use and work more efficiently."

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Debbi Beavers
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