



NEW YORK STATE LIQUOR AUTHORITY

FINDING A BETTER WAY TO MANAGE LICENSE DOCUMENTS

Getting that tasty alcoholic beverage in the hands of the consumer is an enormous task. Established immediately following prohibition in 1934, the New York State Liquor Authority (NYSLA), provides for the protection, health, welfare, and safety of the people of the State. The Authority's licensing activities focus on the timely processing of permits and licenses. United through NYSID's Corporate Partner program, eBizDocs' relationship with NYSLA goes back over a decade.

THE CHALLENGE

Managing document accumulation.

Licensing files consumed rows and rows of filing cabinets. Hard copies that had been accumulating since 1934 were hard to find, and often misfiled. The problem was only getting worse. NYSLA processes or renews over 400 licenses per week and the average licensing procedure involves 35 individual documents. Employees and management grew frustrated with the time-consuming inefficiency and were in search of a better approach. The new approach needed to save time, money, and preserve the proven business practice for processing licenses .

"eBizDocs helps organizations save time and money, and get the best use out of their documents. We are pleased to see how much the NY State Liquor Authority is benefiting from our scanning process and document class approach. Now, everything gets filed correctly and is easily located when needed."

HOWARD GROSS
CHIEF EXECUTIVE OFFICER
EBIZDOCS

THE SOLUTION

Scanning and managing licensing documents electronically.

Paper was the root of the problem, and the solution was to eliminate the ongoing accumulation of paper files. The NYSLA started an internal effort to scan and file licensing documents once the application process is complete. However, scanning and filing documents is not one of the NYSLA's core functions. eBizDocs was selected through the NYSID Corporate Partner process to take on the task.



VERTICAL: GOVERNMENT



SERVICES: CONVERSION, CONSULTING

THE SOLUTION (CONTINUED)

On a regular schedule, eBizDocs picks up jammed-packed boxes of license folders, and other documents, that are ready for scanning. A single box contains over 2500 documents. During the scanning process, each of these documents is assigned to a "document class". The document class defines a set of rules used to properly file and provide critical information used to immediately retrieve any document when necessary. Examples used by NYSLA include: the initial signed license application, financial records, auditor documentation, as well as personal and other business information documents. Scanned documents are then saved as PDF files in NYSLA's document management system.

After seeing how well processing current applications was going, the NYSLA was comfortable digitizing its entire backlog of license files. eBizDocs used the same process to scan and file documents dating back to the mid 1930s.

THE RESULTS

Saving money, time and providing better service.

Any business that deals with the importation, manufacture, distribution, or sale of alcohol in NY, needs a liquor license. The NYSLA's ability to quickly locate any digitized file in the document management system provides better and more efficient service in the licensing process. The cost savings of eliminating the need to store over 85 years of physical documents allows the NYSLA to reclaim much needed floor space and allocate the cost savings to other areas. The long-term relationship and trust between eBizDocs and NYSLA brings ongoing refinement and new efficiencies to the licensing process.

"Working with the liquor authority for over 10 years has been a pleasure, and it's a great example of the relationships we build with our customers. Through NYSID, we are able to provide gainful employment to individuals with disabilities and help them become contributing members of the community."

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