



## Portal Introduction

Presented by:  
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Directory of Operations  
Hawaii Information Consortium, LLC

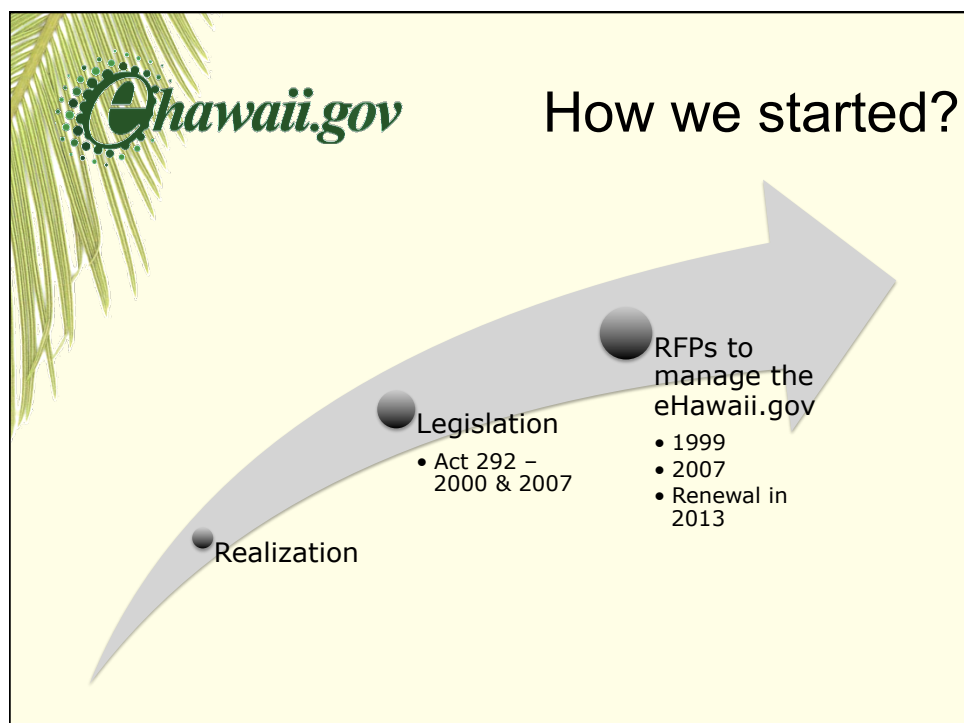
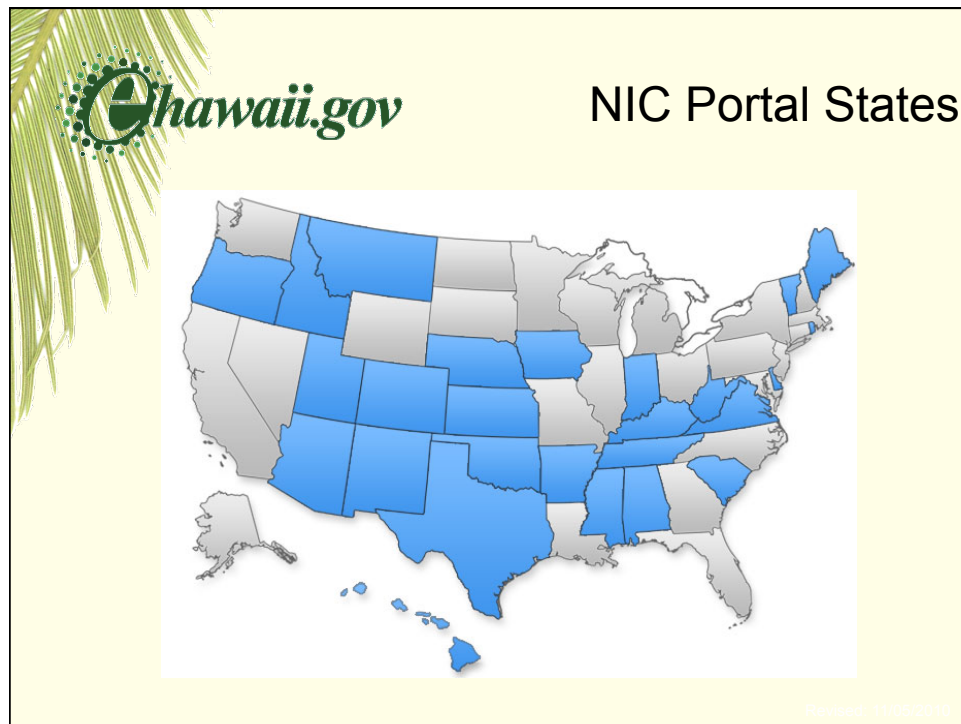



## Who Are We?

- Hawaii Information Consortium, LLC
- Subsidiary of NIC Inc (NASDAQ: eGov)
- 26 employees
- 39 partners
- Over 85 public applications
- Honolulu based
- Established 1999
- 100% Government Focus



Revised: 1/10/2010





## What makes up eHawaii.gov?

- Access Hawaii Committee
- State, County and Federal Agency Partners
- Hawaii Information Consortium, LLC
- Businesses
- Citizens



## Who are our partners?

<ul style="list-style-type: none"> <li>• City and County of Honolulu</li> <li>• County of Hawaii</li> <li>• County of Maui</li> <li>• County of Kauai</li> <li>• Department of Accounting and General Services</li> <li>• Department of the Attorney General</li> <li>• Department of Budget and Finance</li> <li>• Department of Business, Economic Development &amp; Tourism</li> <li>• Department of Commerce &amp; Consumer Affairs                             <ul style="list-style-type: none"> <li>Business Registrations Division</li> <li>Insurance Division</li> <li>Professional Vocational Licensing</li> <li>Registered Industry Complaints Office</li> </ul> </li> <li>• Department of Health</li> </ul>	<ul style="list-style-type: none"> <li>• Department of Human Resource Development</li> <li>• Department of Labor and Industrial Relations</li> <li>• Department of Land and Natural Resources                             <ul style="list-style-type: none"> <li>Aquatic Resources</li> <li>Boating and Ocean Recreation</li> <li>Forestry and Wildlife</li> <li>Bureau of Conveyances</li> </ul> </li> <li>• Department of Public Safety</li> <li>• Department of Taxation</li> <li>• Department of Transportation</li> <li>• Employees Retirement System</li> <li>• Hawaii Criminal Justice Data Center</li> <li>• Internal Revenue Service</li> <li>• Office of the Governor</li> <li>• Office of the Lieutenant Governor</li> <li>• State Procurement Office</li> <li>• The Hawaii Judiciary</li> </ul>
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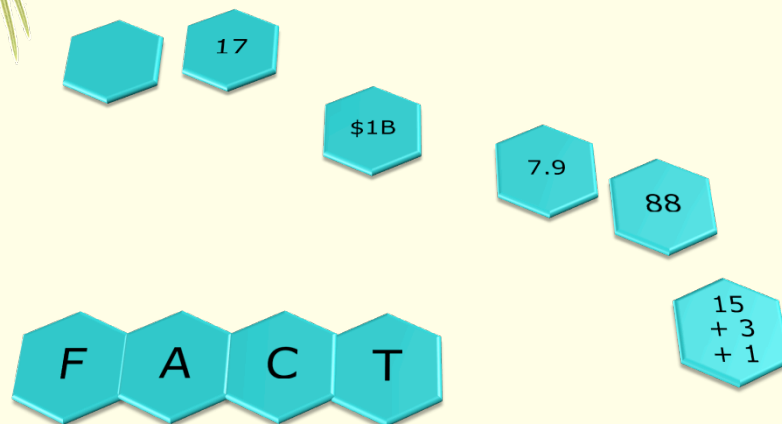


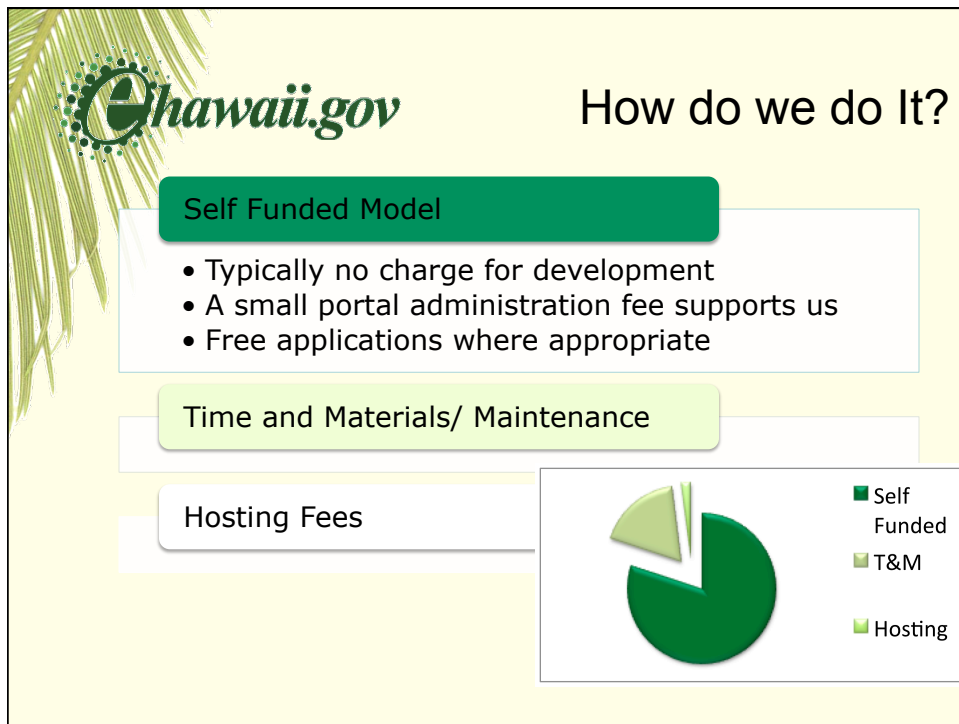
## What do we do?


- Whole Lifecycle Web Applications
  - eCommerce Application
  - High Value Public Services
- Website Hosting (CMS)
- Back-office Integration
- Customer Service (eMail, Phone, Chat)
- Payment Processing
  - Over-the-Counter/Cash Register
  - Service Transaction
- Form Processing
- Marketing & Outreach



## 2011 Factoids








Russell Castagnaro, GM

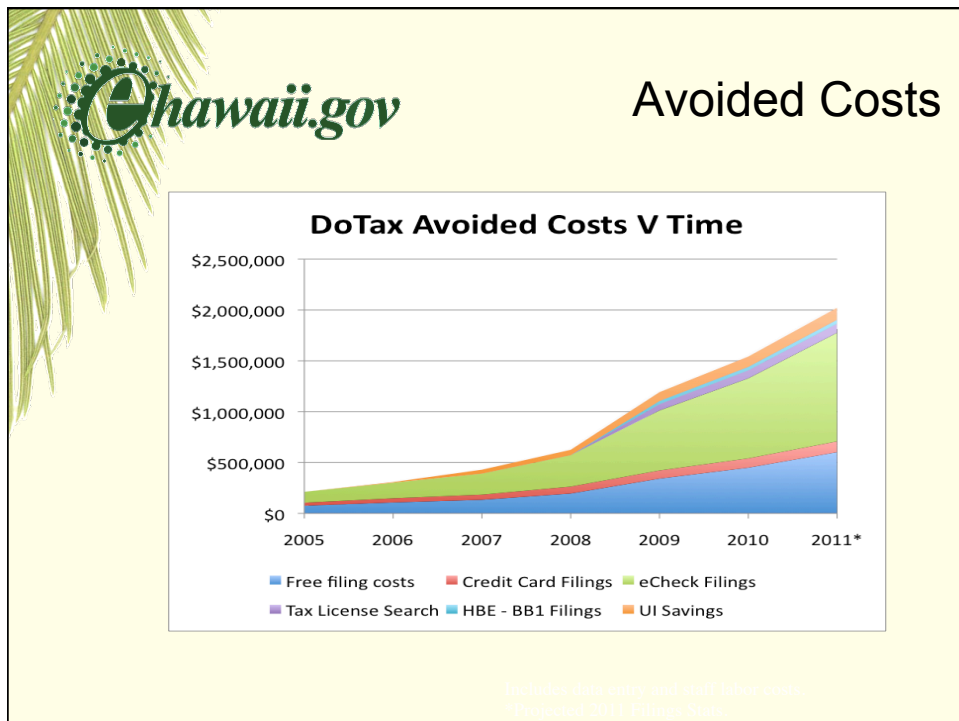
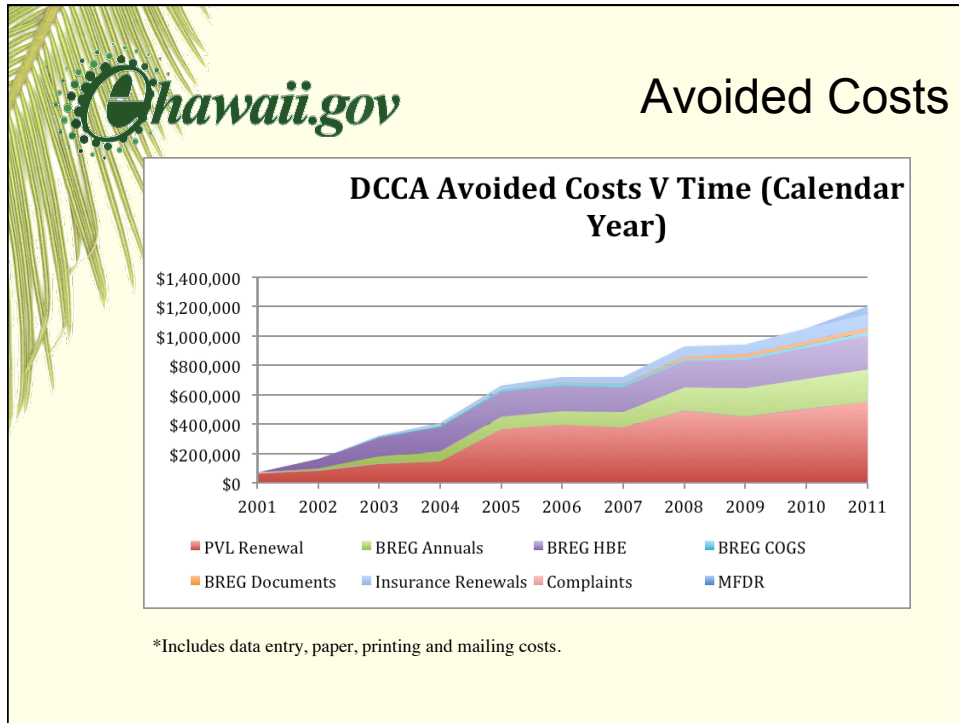
## Success Stories

- Hawaii Compliance Express (Self-funded)
- Hawaii Business Express (Self-funded)
- Hawaii Marriage & Civil Union Registration System (T&M)
- Hawaii eBench Warrants System (Free)
- BOC Land Records System (Hybrid)
- HTSB Teachers' Licensing System (Self Funded)
- ERS Member Service Portal (T&M)
- Mobile Business Name Search (Self-funded)
- Statewide Camping System (Self-funded)



## What is our value?

- Responsive
  - No RFP required
  - Partnership with mutual goals
  - Positive feedback cycle
- Effective
  - Cost
  - Time
  - Resources
- Innovative
  - Why not...
  - What if...
  - Be smart






## 2012 & Future

- Mobile Friendly Services
  - Annuals, Search, Trade Names
- Marketing
  - See tax marketing coming
- Awards
  - Marriage/Civil Union System
- Electronic TDR Process
- Back-office Systems & Integrations
- More...

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## Questions?

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