

Case Study: City of Irvine

LicenseTrack™ --Business Licensing with Occupancy Tax Management



Case Summary

The **City of Irvine**, California is an affluent “planned community” in Orange County, California. It has mainly been developed by the Irvine Company since the 1960s.

Incorporated on December 28, 1971, the city has a population of 212,375 as of the 2010 census. California Department of Finance estimates its 2013 population to be 223,729.

It has annexed an undeveloped area to the north, and also annexed the former El Toro Marine Corps Air Station.

The city's mission statement is "to create and maintain a community where people can live, work, and play in an environment that is safe, vibrant, and aesthetically pleasing".

Because Irvine is home to very good public schools, a large number of jobs requiring a skilled workforce, and residential housing, Irvine was chosen in 2008 by CNNMoney.com as the fourth best place to live in the United States. In 2012, it was ranked in sixth place. In September 2011, Businessweek listed Irvine as the 5th best city in the US.

Irvine has the seventh highest median income among cities in the US with populations of more than 65,000.

In 2014, Irvine was named the best-run city in the U.S. by 24/7 Wall Street.

Irvine is home to the University of California, Irvine (UCI), Concordia University, Irvine Valley College, the Orange County Center of the University of Southern California (USC), Brandman University, and campuses of California State University Fullerton (CSUF), University of La Verne, Pepperdine University, Alliant International University and Webster University. Irvine is also home to a number of corporations, particularly in the technology and semiconductor sectors.

The city has been standardized to Microsoft technology, including Windows®, SQL Server and Office.

PSI software incorporates Microsoft® standards to ensure reliable, robust & progressively improving software.

In *November 2013* the **City of Irvine** selected Progressive Solutions®'s **LicenseTrack™** business licensing over several other vendors to replace their previous system.

The city had been using an older system by Tidemark, which had proven expensive to maintain due to older technology and costly support services.

Some city staff members who previously experienced working with Progressive, were aware that additional automation and efficiency opportunities were available for the asking. The city is now in the process of adding PSI's **PaymentCentral™**.

Irvine is considered to be one of the *most modern model cities in the country*. Irvine staff identified the efficiency of using fully integrated solutions for:

- LicenseTrack
- License printing online
- Web renewals
- Web applications
- Revenue enhancement/recovery
- (And currently in the process of adding **Payment Central...**)

Staff can now easily identify outstanding accounts, missing tax periods, and follow up with automated form letters.

Penalties calculations, interest, and administrative fees are now performed automatically upon the click of a button.

Irvine was the first client to request *Online License Printing*. They currently enjoy lighter printing loads in their offices as clients may print business licenses themselves.

LicenseTrack™, the business licensing system from **Progressive Solutions®** has enabled the City to obtain answers and make operating changes without programming or additional cost. Most upgrades and minimal report customizations are included in the annual support fee so that ad hoc requirements do not require additional midyear budgeting.

About Progressive Solutions®

Progressive Solutions®, developer of the **QuickServe Suite™**, brings heightened security, efficiency and convenience to users. Progressive Solutions® has incorporated next generation hardware and software technology enabling market-ready governmental enterprise solutions. Based in Brea, CA, the company distributes their product through an extensive network of VAR and reseller channels and has entered into strategic partnerships.

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