

Digital Department of Motor Vehicles (DMV)

Designed and built on the ServiceNow platform, Deloitte's DMV solution enables states to deploy a citizen-facing solution. The solution improves the experience of customers, partners, and employees registering for a driver's license and conducting vehicle registration activities.

Challenge	Solution	Potential Benefits
<p>Common challenges faced by DMVs prior to creating the Digital DMV accelerator include:</p> <ul style="list-style-type: none"> • Required in-person appointments for DMV services resulting in lengthy wait times • Manual data collection and validation resulting in lengthy processing times • Online application that are difficult to navigate • Lack of an integrated queuing, virtual line management, scheduling appointments, and virtual lobby capability • Lack of an integrated image processing driver ID system 	<p>The Digital DMV accelerator enables states to modernize their business processes and improve their customer experience.</p> <p>The accelerator enables business to be conducted with customers 100% virtually as allowed by legislation or business rules. Key features include:</p> <ul style="list-style-type: none"> • Remote document management to upload and verify documents • Real ID compliance to verify identification and signatures • Mobile-friendly application with notifications, chat, text, video/audio, and screenshare capabilities • Modular application portal that integrates with existing systems rather than requiring a large-scale modernization effort 	<ul style="list-style-type: none"> • Enables remote access to DMV services, limiting the need to visit in-person facilities • Improves customer experience to transform public perception of DMV services • Enables virtual interactions and remote work for employees • Improves accuracy and quality of data collected using pre-populated forms and data validation • Detects patterns of fraud in information • Reduces manual processes and backlogs through automation • Provides scalable services to meet unpredictable patterns of usage

Application Users & Benefits

Customers

Accesses virtual services, limiting the need to visit the DMV in person

Partners

Accesses higher quality data, improving processes and analytics

Employees

Accesses new tools that enable remote work while eliminating manual processes and reducing backlogs



Contacts

Timothy Schmieding
Managing Director
tschmieding@deloitte.com
Deloitte Consulting LLP

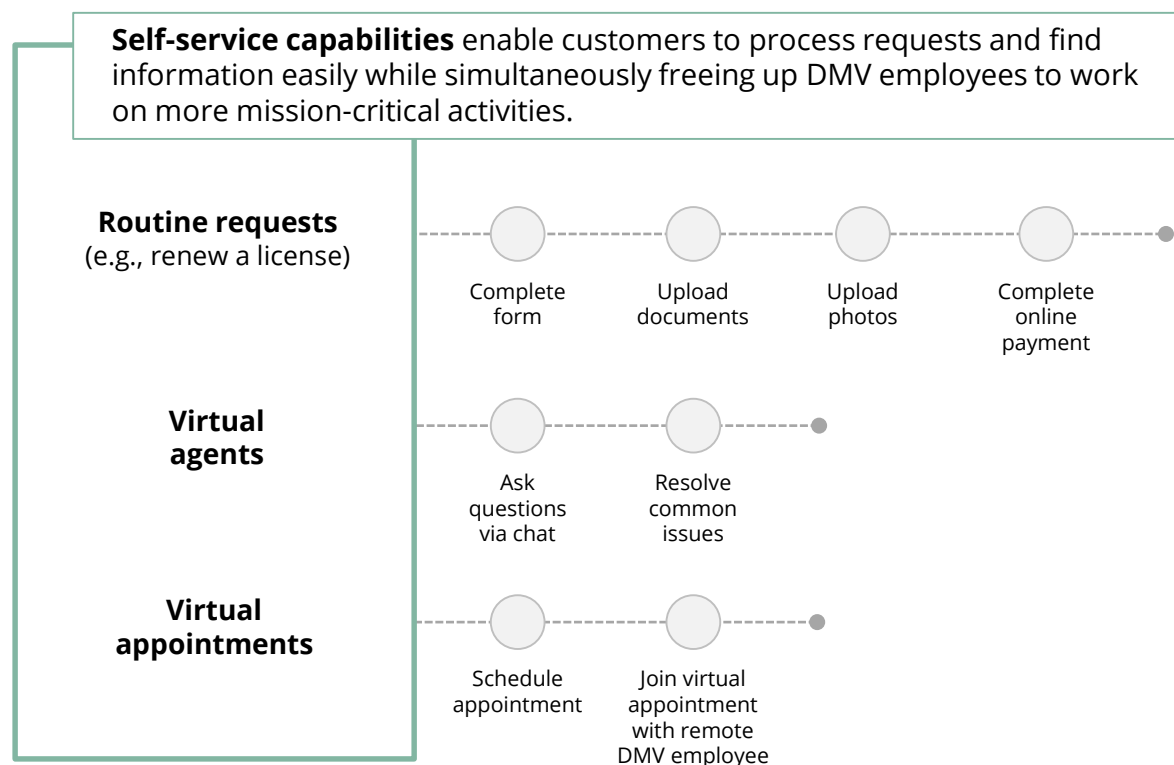
Brock Hardy
Senior Manager
bhardy@deloitte.com
Deloitte Consulting LLP

George Stasiw
Sales Executive
gstasiw@deloitte.com
Deloitte Services LLP

Learn how we can help:

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Providing virtual DMV services



Why Deloitte and ServiceNow?

Deloitte helps our clients enhance business outcomes by leveraging ServiceNow as an end-to-end digital workflow platform. We don't just leverage ServiceNow to automate your current processes: We reimagine how work gets done, delivering material improvements in revenue and cost reduction with higher job satisfaction.

As a leading Global Systems Integrator and ServiceNow's Global Transformation Partner of the Year, Deloitte applies its breadth of industry and technology experience to help clients extract value from this powerful technology to create a united workflow with one platform.

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