



# Case Study: Texas Alcoholic Beverage Commission

## CASE STUDY TEXAS ALCOHOLIC BEVERAGE COMMISSION



How Gov2Biz streamlined licensing and regulatory processes for TABC

### About Customer

- 56,000+ licensed businesses
- 650+ employees
- 2nd largest ABC agency in the US

Alcohol Industry Management System (AIMS) powered by Gov2Biz centralizes all customer facing and internal operations at TABC. AIMS replaced 18 legacy systems, and enables TABC to focus on its core mission.



### Key Results in Numbers



70%

faster license issuance



3X

faster renewals



4X

faster label approval



66%

lower enforcement costs

"Gov2Biz helped us eliminate cumbersome paper-based processes. We replaced 18 systems with Gov2Biz and were able to significantly increase our processing speed. Consequently, we freed up the budget to better compensate our staff. Our customers love it as they can do work on their schedule."



General Bentley Nettles  
14<sup>th</sup> Executive Director,  
Texas Alcoholic Beverage  
Commission

© Gov2Biz 2023. All rights reserved.

# CASE STUDY

## TEXAS ALCOHOLIC BEVERAGE COMMISSION



How Gov2Biz streamlined licensing and regulatory processes for TABC

### About Customer

- › 56,000+ licensed businesses
- › 650+ employees
- › 2nd largest ABC agency in the US

Alcohol Industry Management System (AIMS) powered by Gov2Biz centralizes all customer facing and internal operations at TABC. AIMS replaced 18 legacy systems, and enables TABC to focus on its core mission.



### Key Results in Numbers



**70%**

faster license issuance



**3X**

faster renewals



**4X**

faster label approval



**66%**

lower enforcement costs

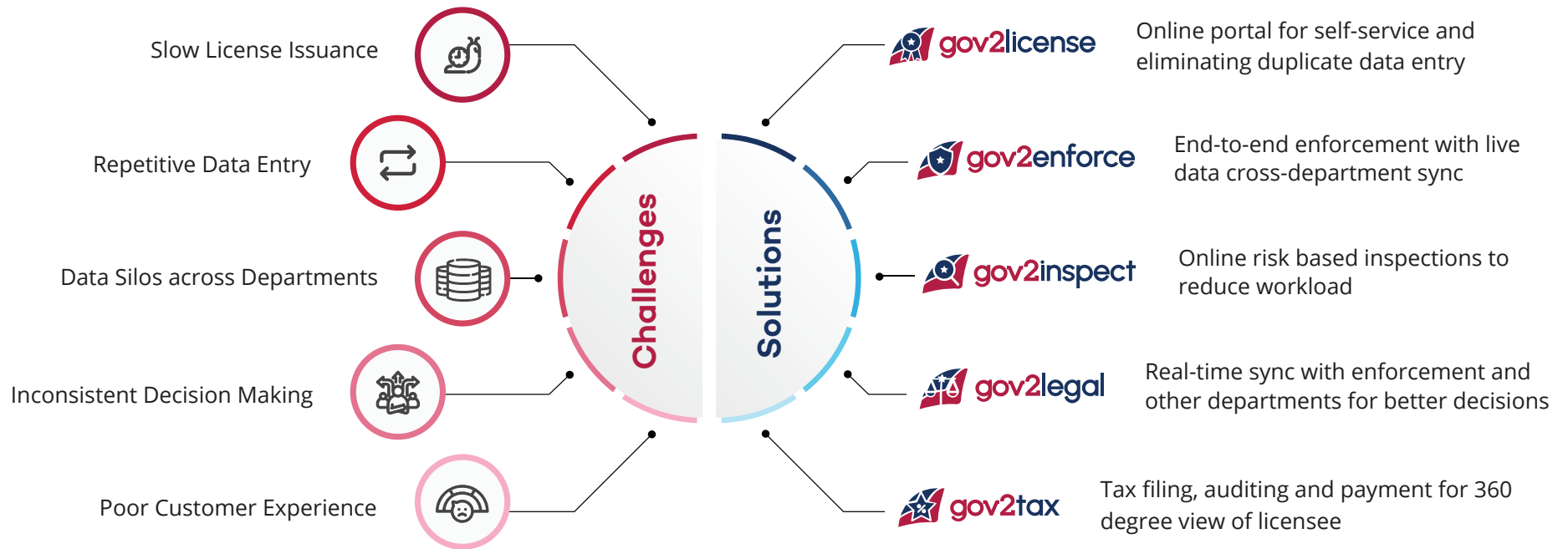
*"Gov2Biz helped us eliminate cumbersome paper-based processes. We replaced 18 systems with Gov2Biz and were able to significantly increase our processing speed. Consequently, we freed up the budget to better compensate our staff. Our customers love it as they can do work on their schedule."*



**General Bentley Nettles**  
14<sup>th</sup> Executive Director,  
Texas Alcoholic Beverage  
Commission

# Project Overview

Implemented Gov2Biz Alcoholic Beverage Regulation Suite.



## Results

Gov2Biz's solutions successfully replaced **18** systems and streamlined TABC's licensing and regulatory processes by unifying all departments on a single platform. This led to increased efficiency and faster decision-making, resulting in improvements in license issuance, label approval, enforcement, and online transactions. Notably, more than **1.5** million online transactions were conducted, accounting for **98%** of total transactions during the 1<sup>st</sup> year. Additionally, **73%** of payments, including application fees, penalties, and taxes, were made online. The implementation of the online portal equipped TABC staff with essential tools to better serve its constituents, with features like a mobile-compatibility, real-time data, digital documents, notifications, and more.



Gov2Biz Inc is a Government Technology company delivering cutting-edge regulatory agency management SaaS products to governments. Gov2biz's innovative SaaS platform is built with a singular focus on empowering governments, making it easier for governments and their licensees to work together.

Hello@gov2biz.com | www.gov2biz.com





---

Thank you for downloading this AWS and Gov2Biz Resource! Carahsoft is the distributor for AWS public sector solutions available via GSA, NASPO, The Quilt and other contract vehicles.

To learn how to take the next step toward acquiring AWS's solutions, please check out the following resources and information:



For additional resources:  
[carah.io/AWS-Resources](https://carah.io/AWS-Resources)



For upcoming events:  
[carah.io/AWS-Events](https://carah.io/AWS-Events)



For additional AWS solutions:  
[carah.io/AWS-Solutions](https://carah.io/AWS-Solutions)



For additional public sector solutions:  
[carah.io/AWS.Solutions](https://carah.io/AWS.Solutions)



To set up a meeting:  
[AWS@carahsoft.com](mailto:AWS@carahsoft.com)  
888-662-2724



To purchase, check out the contract vehicles available for procurement:  
[carah.io/AWS-Contracts](https://carah.io/AWS-Contracts)