



## New York City Dept. of Small Business Services Launches e-Licensing Capability With Accela Software

June 1, 2011

[NEW YORK, NY](#) — [Accela, Inc.](#), the leading provider of web- and cloud-based software applications for [e-government](#), today announced that New York City's [Department of Small Business Services \(SBS\)](#) has launched [Accela Automation](#)® software to streamline processing of the more than 1,200 business licensing and certification applications SBS receives each year. In particular, the SBS Division of Economic and Financial Opportunity (DEFO) Certification Unit will leverage the system to automate the numerous steps involved in certifying minority- and women-owned businesses across the city.

The Department of Small [Business](#) Services is chartered with making it easier for New York City

businesses to form, operate, and grow by providing direct assistance to their owners, fostering neighborhood development in commercial districts, and linking employers to a skilled and qualified workforce. The deployment of Accela Automation will link to [NYC Business Express](#), allowing businesses to begin their applications online, and making it easy for applicants to check the status of their applications online 24/7. Accela Automation is also expected to significantly reduce the amount of time it takes to certify a business.

Accela Automation is an enterprise application that provides government agencies with a solution to automate forms management, activity tracking, cashiering, and other important tasks, while delivering a cost-effective way for departments to move their traditional counter services to the web. The [software's](#) document-management and workflow capabilities empower departments to flexibly create unlimited types of licenses based on their unique regulations, requirements, and internal procedures.

"New York City is committed to providing New Yorkers with excellent customer service, and Accela Automation gets us there," said Gregg Bishop, Assistant Commissioner, Certification and Buyer Services. "We know that time is money for our customers, and we're committed to continuously improving their experience with us. The new system will help us automate many

formerly labor-intensive, paper-based processes, which will free up valuable staff resources to help us meet our goal of providing great and efficient service."

Celeste Frye is principal of [Public Works Consulting LLC](#), a Jackson Heights (Queens)-based firm which provides management consulting to organizations that contribute to community economic development, and which recently received certification as a minority/woman-owned business. Frye experienced the benefits of the City's new processes first hand. "SBS made it easy for me to complete my certification download and submit my application," Frye said. "The whole process took three weeks. I was able to check the status of my application online, and SBS was in regular contact with me the entire time. I've been impressed with the business-friendly technology resources that the City employs."

"Delivering services efficiently and creating greater economic opportunity is one of a local government's most important tasks," said Maury Blackman, Accela CEO and President. "New York City continues to demonstrate its commitment to innovation and service, across departments, functional areas and technologies. Accela is proud to play a role in this ongoing success story."

*About the Department of Small Business Services*  
The Department of [Small Business Services](#) (SBS)

makes it easier for businesses in New York City to start, operate, and expand by providing direct assistance to business owners, fostering neighborhood development in commercial districts, and linking employers to a skilled and qualified workforce. For more information on all of SBS' services go to [www.nyc.gov/sbs](http://www.nyc.gov/sbs).

#### *About Accela*

Accela, Inc. is the leading provider of web- and cloud-based software applications that facilitate e-government processes for local, state, and federal government agencies of all sizes. Backed by 30 years of development and implementation in more than 500 agencies worldwide, Accela solutions manage more types of regulatory government transactions than any other solution. Accela is headquartered in San Ramon, Calif., with international offices in Australia, the United Arab Emirates, and China. Additional information can be found at [www.accela.com](http://www.accela.com).