

Please list up to three areas where you really wish your office was more effective in using technology to make a difference:

- By making our system completely client driven and a notice based system we have certainly been able to reduce the number of staff and storage space required for our operations. Went from 15 to 20 staff members down to 1.
- Maine's use of a NIC affiliated portal manager. We have employed a transactions based model so major development is done without resources committed from our office - other than joint project management; a portion of the filing fee goes to the portal manager. Our revenue continues to increase beyond projections in spite of the "loss" of revenue siphoned off by the portal.
- customizing the bill and printing the bill for customers without the use of manual bills
- Ability to accept credit cards.
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- Web services allow integration of various existing database applications.
- Notary and APA filign platforms.
- The implementation of a web portal that can be used for Corp/UCC fiings/orders/searches has drastically reduced the volume of paper filings/orders. 90+ percent of UCC orders and 67% of the filings are done electronically. About half of the UCC staff has been re-deployed to other sections of the agency, or reassigned other duties within the unit.
- Online searches of business documents
- Electronic filing of annual reports. This technology has provided increased customer service and significantly reduced processing time for corporations.
- Name reservation application with interface to national name database.
- online initiative that allow our services to be delivered 24/7
- In this order technology has provided the most success with:
 - 1) The ability to file online realtime.
 - 2) The ability to file using XML for bulk electronic filing.
 - 3) Implementing a workflow application and working with digital images online instead of paper and microfilm.
- Successful - Fillable forms that can be electronically sent once complete.

- Improving online service offerings by:
 - online transactional surveys
 - online registration with other jurisdictions at time of incorporation
 - e-mail reminders to file annual returns online
- We had a long string of shakey releases and little ability to triage problems resulting in availability issues. We implemented the Quest monitoring suite which improved monitoring, better prerelease testing and quicker problem resolution having significant impact on reliability and availability.
- Our IT staff has had the opportunity to explore new avenues for growth. We have also been able to correct areas of weaknesses as we test our technological limits.

- ACH (electronic funds transfer) payment is a vast improvement over the days when we managed pre-paid accounts.
- 24/7 filings
- UCC Online service delivers filing and searching information in hours instead of days. About two-thirds of all UCC work is now processed online.
- Web and EDI filings allowed TXSOS to reduce staff and improve turnaround and service.