



2018 IN REVIEW

NiC COMMUNITY

Improving government interactions across the U.S.

2018 Stats:

220+ Million

Total Transactions

\$20+ Billion

Payments Securely Processed by NiC

6,000+

Federal, State & Local Agency Government Partners

VALUE

We partner with the state of South Carolina to provide digital government services to South Carolinians.

<p>6.7+ Million</p> <p>Total Transactions in 2018</p>	<p>\$476+ Million</p> <p>Payments Securely Processed in 2018</p>	<p>\$2.3 Billion</p> <p>Payments Securely Processed Since 2005</p>
<p>3.6+ Million</p> <p>Page Views to State Portal in 2018</p>	<p>20,283</p> <p>Social Media Followers on Facebook & Twitter</p> <p>6,580</p> <p>Mobile App Downloads in 2018</p>	

CITIZEN ENGAGEMENT & COLLABORATION

It takes to true partnership to make digital government work.

<p>2 Custom Apps Launched</p> <p>5 Press Releases</p> <p>9 New Partners</p> <p>42 Websites</p> <p>46 Participating Counties</p> <p>177 Total Partners</p> <p>489 Subscriber Accounts</p>	<p>Customer Support Requests</p> <p>Apps & Services Launched Since 2004</p> <p>Projects Completed in 2018</p> <p>Service Enhancements in 2018</p>
<p>National Awards: International Association of Commercial Administrators (IACA) Merit Award for the Secretary of State's Office Online Business Entities Filing, Search and Document Retrieval System</p> <p>State Awards: Secretary of State's Office Online Business Entities Filing, Search and Document Retrieval System received second place for the SC Information Technology Director's Association (SCITDA) innovation award</p>	

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IN THE SPOTLIGHT

SC.gov Provides New Website Platform

The new Palmetto SiteBuilder service offering provides South Carolina state and local entities the ability to provide a modern, mobile friendly website design to their constituents. In addition, the back-end content management system is easy-to-use. This past year the SC.gov team, developed and implemented this new service offering, which is in Drupal V8. To date, 41 websites have been implemented and several websites are in progress to be implemented in 2019. Websites range from local (Lexington County, Dillon County) to state agencies (the Governor's Office, Department of Consumer Affairs and Public Service Commission). The SC.gov team is excited to see this service offering continue to thrive in 2019!



EFFICIENCY

Our funding model delivers cost savings.

State of South Carolina
Cost Avoidance



\$3 Million
In 2018

\$24+ Million
Since 2005



EXCELLENCE

Getting Back to Business After a Disaster

The fastest way for a community to recover from a major disaster is by helping local businesses return to normal operations as quickly as possible. In August, just as hurricane season was ramping up, SC.gov, in partnership with the SC Emergency Management Division (SCEMD) launched the SCEMD Business Reentry Program application. This application became available days before Hurricane Florence hit the east coast. Now, with hurricane season officially over, the application has registered more than 1,400 businesses to date.

The program provides an easy-to-use system for post-disaster reentry certification to assist businesses and organizations in the restoration of utilities and other services.

Following the success of the application after two hurricanes impacted the SC coast, the South Carolina Department of Commerce took increased interest in the application. The Department of Commerce is now partnering with SCEMD to manage the back-end business process. Both agencies are thrilled with the ease of accessibility and the immediate receipt of the businesses Memorandum of Agreement that allows businesses reentry to storm damaged areas.



AN NIC PLATFORM

INNOVATION

We embrace the latest technology, and are committed to placing your citizens at the center of the government experience.

Gov2Go, the nation's first personal assistant for government, places your citizens at the center of the government experience with personalized, timely reminders. One million citizens across the country are currently receiving alerts through Gov2Go.

Nine states and one federal agency have already deployed unique services on the Gov2Go platform. Currently, 475,000 people receive Arkansas property tax alerts, 210,000 are enrolled in New Jersey's annual report filing system, and 10 percent of all Coloradans renewed vehicle registration — all on Gov2Go.

Learn more at:
egov.com/gov2go



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YEAR PARTNERSHIP WITH
SOUTH CAROLINA



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