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California's DMV Modernizes Operations with SimpliGov and UiPath for End-to-End Workflow Automation

The California Department of Motor Vehicles (DMV) sought to create a modern DMV experience, in which all transactions can be accomplished digitally without visiting a DMV office.

CHALLENGE

Previously, there was no digital way for constituents to apply for and/or renew Motor Carrier Permits for by drivers who transport property, operate large commercial vehicles, deliver hazardous materials, or drive vehicles that require a commercial driver's license.

Applicants are required to download a form from the DMV website, fill it out, and mail it back with a check for payment—or go to the DMV in person. DMV staff would then manually key the information into a back-end system, a task that by itself averaged 20 minutes per form. Approximately one-third of all applications were rejected due to Incomplete or incorrect submissions.

Furthermore, processing was slow, and constituents often had to resubmit applications while staff had to place follow-up phone calls to customers in other cases.

SOLUTION

The DMV turned to SimpliGov's integrated online forms, workflow automation, and electronic signature solution and UiPath's robotic process automation (RPA) platform to:

1. Convert paper workflows to digital
2. Provide self-service capability, while improving submission quality
3. Expedite application processing by automating back-office data entry

Today, when a person fills in the name, permit number, and email address fields to start a submission, the information is pre-validated by a UiPath bot against internal DMV databases.

Next, the SimpliGov workflow engine provides a link to access the rest of the form. If the engine determines the submission ineligible, SimpliGov notifies the user and prevents them from continuing the process, while protecting the individual's privacy.

Finally, completed SimpliGov online form data is transmitted by UiPath bots through a seamless and secure integration. Form submissions that require special attention are flagged as "exceptions" are assigned to employees for further review and appear as open tasks on the SimpliGov dashboard.

SimpliGov workflow automation facilitates PCI-compliant, fully auditable payment information capture, bank file generation, and report reconciliation to provide a complete online transaction experience.

RESULTS

SimpliGov and UiPath were able to get the DMV's new digital Motor Carrier Permit application **designed and deployed in eight weeks**. The SimpliGov and UiPath solution is delivering a variety of benefits, including:

- A modern user experience
- Improved submission quality
- Increased request processing efficiency
- Increased back-office efficiency
- Compliance with regulatory obligations
- Staff focused on higher-value activities

The move to workflow automation and online forms has helped the California DMV maintain a reputation for being a customer service–focused organization. The California DMV was the first in the United States to make this leap forward, and it is continually enhancing additional driver services within SimpliGov.