

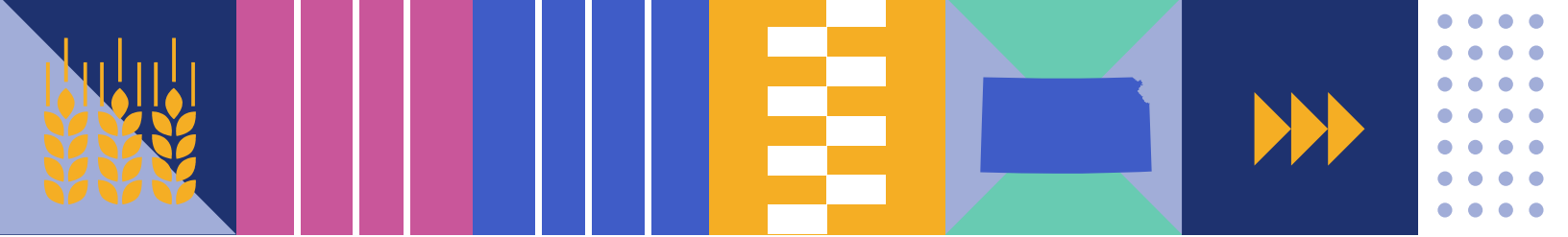
SUCCESS STORY



Smarter for government.
Easier for everyone.

Kansas: A cross-agency digital transformation





Streamlining the resident experience

In 2016, the State of Kansas embarked on the monumental task of combining multiple levels of government agencies into one, end-to-end experience for their residents.

For many residents, there was no clear distinction as to what is considered a city, county or state-level service. Kansas wanted to allow residents to interact with all levels of government in one place – regardless of agency or service level.

Achieving a unified resident experience proved challenging, as this vision would require multiple systems and tens of millions in budget.

Facing the prospect of high costs to achieve their vision, Kansas abandoned their plans for a home-grown solution and began the search for an experienced GovTech partner. In 2018, former CIO Lee Allen chose PayIt, a leader in resident-centered government platforms, to deliver this vision. iKan provides Kansas with a native GovCloud application, cross-agency integration, and the ability for any level of government to live within the web or mobile app solution.

Launched in early 2018, iKan offers residents a variety of services at all levels of government, from driver's license and non-driver ID renewals to vital record requests and property tax payments.

All of these services can be accessed on residents' preferred devices – with web experiences for desktop and mobile, or native Apple and Android applications.

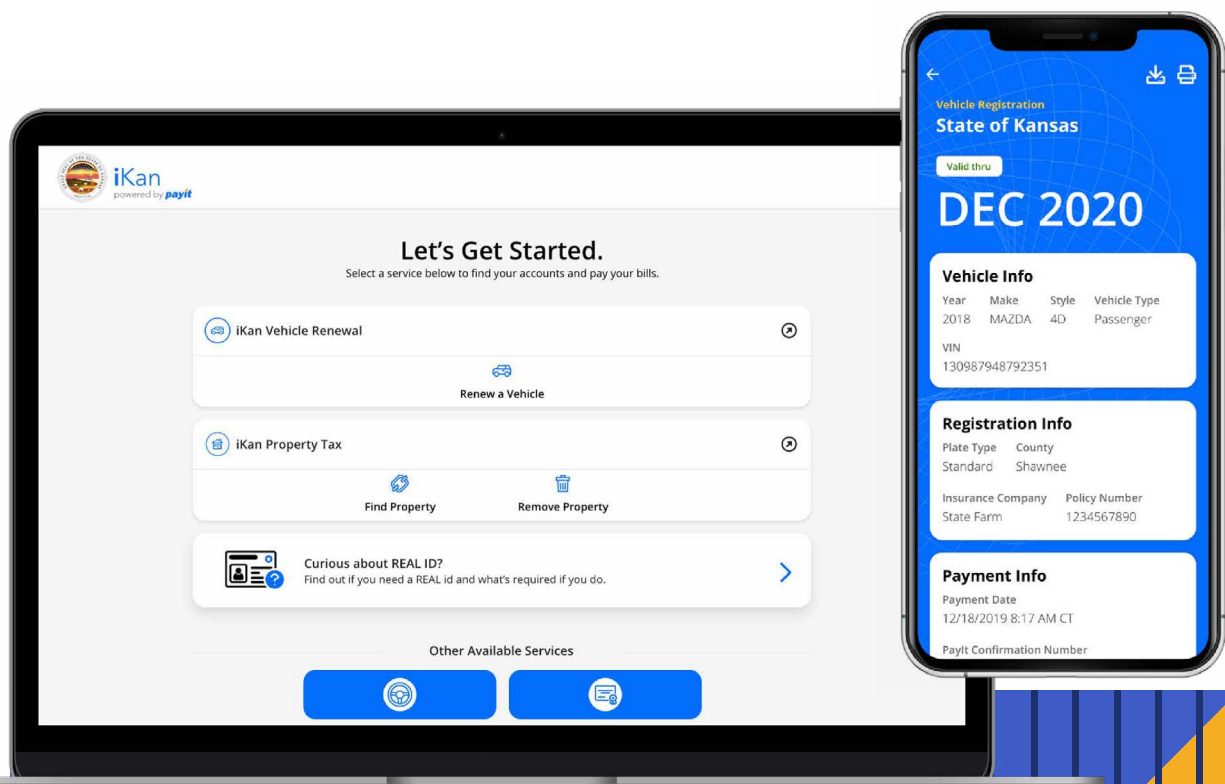
What sets iKan apart from other digital government offerings is that it's more than a payment platform.

iKan provides a full, end-to-end experience for every user. Residents are able to create a single, secure wallet that combines and stores all of their payment, profile, and transaction information in one place. From there, users can set up alerts to keep track of upcoming renewal dates. iKan also allows Kansans to hold valid, digital versions of vehicle registrations that can be accessed right from their phones.

Driving rapid, cross-agency digital change

Kansas saw the rapid changes in how their residents accessed information and conducted business. There was a clear opportunity to meet residents where they are with a modern approach to government, supported by technology and the GovCloud

In just one year, iKan launched services from two different government agencies. Kansans could renew their driver's licenses and vehicle registrations through the Kansas Department of Revenue (KDOR) and order vital record copies from the Kansas Department of Health and Environment (KDHE). Users can store and manage their receipts and documents for both agencies in one digital wallet. Kansas has truly created an always-on, resident-centric digital government.





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Offering both state and local services on iKan has resulted in consistent user adoption and revenue collection growth every year. Each service we add enriches existing users' experience while expanding our reach to new users, ensuring services are accessible to every Kansan. We couldn't do this without PayIt's partnership and deep commitment to our residents.



David Harper

Director, Kansas Division of Property Valuation and Kansas Division of Vehicles

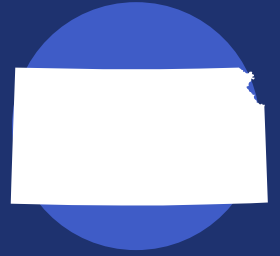
Thriving in the new, contactless world

As a leader in the government space, Kansas is letting resident safety and well-being drive the decisions they make around government operations.

iKan allows city, county and state agencies across Kansas to significantly reduce the need for in-office visits, rely less on manual processes, and safely serve residents. Now, more than ever, modern government technology is critical and has opened new ways for Kansas to interact with their residents.

iKan not only enables Kansans to push the envelope in terms of functionality for residents, but also helps the state remain responsive to the rapidly changing demands of modern society.

With more county, city and state-level services launching within iKan, the impact is truly limitless — a singular and all inclusive digital government. This means meeting residents where they are and providing a full, end-to-end experience for every user.



Kansas Results

\$850+ million

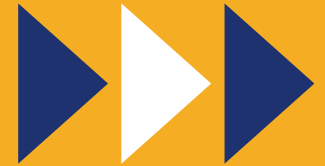
in total online revenue collected since launch

87% increase

in online revenue collected in the first two years
(2018-2020)

1.29+ million

total resident accounts created –
1 in 3 Kansans have an iKan user profile



About PayIt

PayIt is the solution state and local government agencies use to take the friction out of resident transactions. Our composable customer experience platform enables agencies to collect revenue faster, improve efficiency and sustainability, and give people the smooth digital experience they have come to expect online. PayIt integrates into any back-office system, launches in about 90 days, and provides residents with a single GovWallet™ to store digital licenses and registrations, transaction history, receipts, and payment methods for multiple agencies. Serving more than 80 million residents in North America, we have received awards from Fast Company, StateScoop, and have been listed in the GovTech 100 for 7 years and counting.



To learn more, visit www.payitgov.com

