

# CIOReview

The Navigator for Enterprise Solutions

IT SERVICES SPECIAL

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## 50 Most Promising IT Services Providers 2015

**R**apid technological advances in the enterprise realm drive the demand for IT services today. Epitomizing the concept of synergy, IT services companies help their clients focus on their business by taking care of all the IT needs. Meanwhile, cloud, analytics, and mobile have opened up a treasure chest for companies, helping them bring down costs.

In this scenario, the biggest goal for IT services providers is to channelize their client's IT investments in proper ways. In order to ensure business continuity, IT services providers today offer multiple solutions through a single pane of glass with the help of dashboards driven by analytics and the client needs. This includes a wide solution spectrum for business needs ranging from business process management to communication and collaboration to disaster recovery.

IT services companies align their business strategy with that of their clients so as to create a smooth conducive environment

powered by IT. With granular focus on a wide variety of constraints and risk, these companies develop service portfolios that match the clients' business goals.

The mounting pressure to keep up with the market changes and rising customer expectations no longer seem to be a major deterrent to solution providers and IT giants who are constantly evolving to strengthen their turf of offerings. To simplify and help CIOs navigate the IT Services technology landscape, CIOReview presents a special edition on most promising IT Services companies 2015. A distinguished panel comprising of CEOs, CIOs, VCs, analysts including CIOReview editorial board has selected the final 50, listing the best vendors and consultants who provide key technology solutions related to IT Services in the U.S.

We present you "50 Most Promising IT Services Companies 2015."



**Company:**  
iGovSolutions

**Description:**  
iGovSolutions specializes in providing software products, services, and solutions to State and County Regulatory Licensing Boards

**Key Person:**  
Prasad Valay,  
CEO

**Website:**  
[igovsolution.com](http://igovsolution.com)

# iGovSolutions Regulatory Licensing and Enforcement System

With the advent of innovative tech-trends such as mobile, cloud, Bring Your Own Device (BYOD), many government as well as private sector organizations are delivering smart-phone applications to their customers, taking their IT Solutions to the next level. Remaining in sync with the new trend, Lake Mary-based iGovSolutions is one such company that helps government organizations by providing specialized regulatory licensing products, services, and mobile applications. From Professional Licensing Boards such as nursing, physicians, pharmacy, real estate, accountancy to any other profession that requires a license to practice, the company acts a one stop-shop for all licensing requirements.

Having extensive experience in IT Solutions industry, Prasad Valay, Founder and President, iGovSolutions says, “We deliver mobile and tablet-based applications for clients who wish to leverage current technology trends.” For instance, iGovSolutions provided tablet-based field inspection forms to one of its clients. Through tablet, the work undertaken by the inspectors on the field is directly sent to the internal system, without having to worry about scanning and uploading documents. “We have also developed smart-phone apps for license renewals, license verification, and news or alerts which can be uploaded to Apple’s Store and Google’s Playstore,” adds Valay. The company supports licensing boards to tremendously improve their customer satisfaction by sending out real-time news and alerts to the mobile phones of the licensees or applicants.

iGovSolutions’s flagship product, integrated Licensing and Enforcement Management System (iLEMS™) facilitates a regulatory agency in accepting and processing licensing application. iLEMS™ also has the ability to create and track complaints, field inspection forms, financial management, integrated payment processing, and customizable reports and correspondences.

When a user is paying online for license renewal, the information is transmitted real-time to iLEMS™. “We provide online services that are typically used by licensees, employers, and consumers,” explains Valay. “It includes online license renewal, initial licensing applications, license

verification, and subscription services that provide customizable real-time text and email alerts.” The company delivers its products and services through Software as a Service (SaaS) model. The customers select iGovSolutions as part of their customized package.

“Our Commercial off-the-shelf (COTS) product, iLEMS™ has been built based on our regulatory experience as well as direct feedback from many licensing boards,” briefs Valay. This product

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## We are a one-stop shop for Regulatory Licensing Boards

also enables users to customize it quickly with its screen-based, point and click interfaces. Since the company’s products are extremely flexible and customizable, the users can produce their own reports and correspondences without seeking technical assistance. To throw light on the efficiency of iLEMS™, one of iGovSolutions’ customers wanted to add a new license type into the system. “In the licensing world, that is a big change as each new license type must have its own application requirements, license number format, expiration rules, precedence rules,” says Gokul Rajaram, Business Development Manager. The company allowed the Licensing Board to start issuing this license type in merely 30 minutes through iLEMS™.

iGovSolutions also offers support by email, phone, online chat, and in-person as required. “Our customer service team is filled with

people who have passion for our products and industry. When people take pride in their work, customer service becomes second nature,” says Valay.

In the days to come, iGovSolutions will continue to deliver the most befitting products and services and be well prepared to meet clients’ requirements in the future. If you are looking for Regulatory Licensing Products and Solutions, iGovSolutions is eager to hear and fulfill your wishes. 

