Disconnected databases for enforcement

- Agency needs to track complaints, cases, violations, etc.
- Current system doesn't clearly show relationships between enforcement records
- Agency must reconcile enforcement and licensing data from separate systems

challenge

GL Suite facilitates all your case management activities.

- Create, maintain and track all events related to enforcement
- Generate letters and notifications to parties associated with enforcement action
- Business rules facilitate complaint through every stop of your enforcement workflow

solution

Fully integrated enforcement capabilities.

Complaints, compliance, and case management are fully integrated capabilities of the GL Suite software application. GL Suite can create, maintain, and track all events related to complaints and their associated cases. It allows users to enter cases, record penalties at the conclusion of an investigation, and track all complaint, investigation, hearing, and compliance actions pertaining to a license. It also automates case handling among staff members by establishing automated routing, rules and notifications. Compliance and case management are a critical component of effective regulatory and licensing processes and, with GL Suite, your staff has all the tools necessary to perform those functions effectively and efficiently.

Compliance

Enforce

Audit

Monitor

passionate about government

GL Solutions (passionately) stands for Government Licensing Solutions. Founded by ex-regulatory administrators, GL Solutions has provided government agencies with efficient and effective regulatory systems since 1997, delivering the perfect blend of software, solutions, and support.

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Track inspections, investigations and complaints from beginning to resolution.

A wide variety of information can be tracked with a complaint, including status, priority, allegation-type, staff assigned, relevant dates, comments, and more. Enforcement records are each stored as separate entities in the system and can be associated to the records of any number of individuals or organizations to identify the respondents, complainants, attorneys involved, etc. Every enforcement relationship is able to be tracked and monitored throughout the course of the enforcement event, from the complaint at the beginning to the board action taken at the end.

- Route complaints to investigators for follow-up action
- Produce and store notices, subpoenas, investigation materials, etc.
- Generate complaint and case numbers according to business rules configured to support your enforcement policies.

Customize and automate your enforcement system to support your policies, standards, and workflow.

Key features for the public:

- Online complaint submission system can be included in implementation, where users can enter complaint information for review by agency staff member
- Configurable workflow enables automated routing of complaints to appropriate investigator based on business rules or client-defined criteria (e.g. existing cases, balanced workload, region, specialty, etc.)
- Monitor complaint/board action status and associated enforcement activities

- Generate predesigned enforcement correspondence with a single click
- Track expenses associated with a case, enabling you to recoup funds for successfully litigated cases
- Track, manage, and schedule groups of people who might be involved in a case (including assignments, case summaries, meeting agenda items, etc.)
- Send meeting documentation to group members electronically

start your solutions today

GL Solutions provides GL Suite, the configurable and highly-flexible software system successfully implemented many times over, to support certification, licensing, permitting, inspections, investigations, compliance, enforcement, and case management activities in various regulatory environments.

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