



GOVCORE CUSTOMER SUCCESS STORY

One Board, One Portal, Zero Paper

How the Arizona State Board of Chiropractic Examiners put its regulatory lifecycle online with GovCore — in about five months.

The regulatory lifecycle, online

2,500+

chiropractic physicians

plus assistants, externs, and business entities

~5 months

kickoff to go-live

the core lifecycle delivered

3 front doors

public · applicants · licensees

one shared regulatory record

The public verifies, orders, complains, and inspects without contacting the Board; applicants apply, upload, sign, and pay online; licensees renew, track CE, and pay without a staff touch — with the Board's own statutes, fees, deadlines, and publication rules doing the enforcing.

THE CHALLENGE



A system that created work instead of removing it

- Paying twice — for the platform, and again for an outside consultant to build what the vendor did not deliver.
- After more than three years, a Business Entity Portal — a core statutory need — still had not been delivered.
- Routine work still ran through a person: emailed PDF applications, phone calls for deadlines, a stream of status emails.

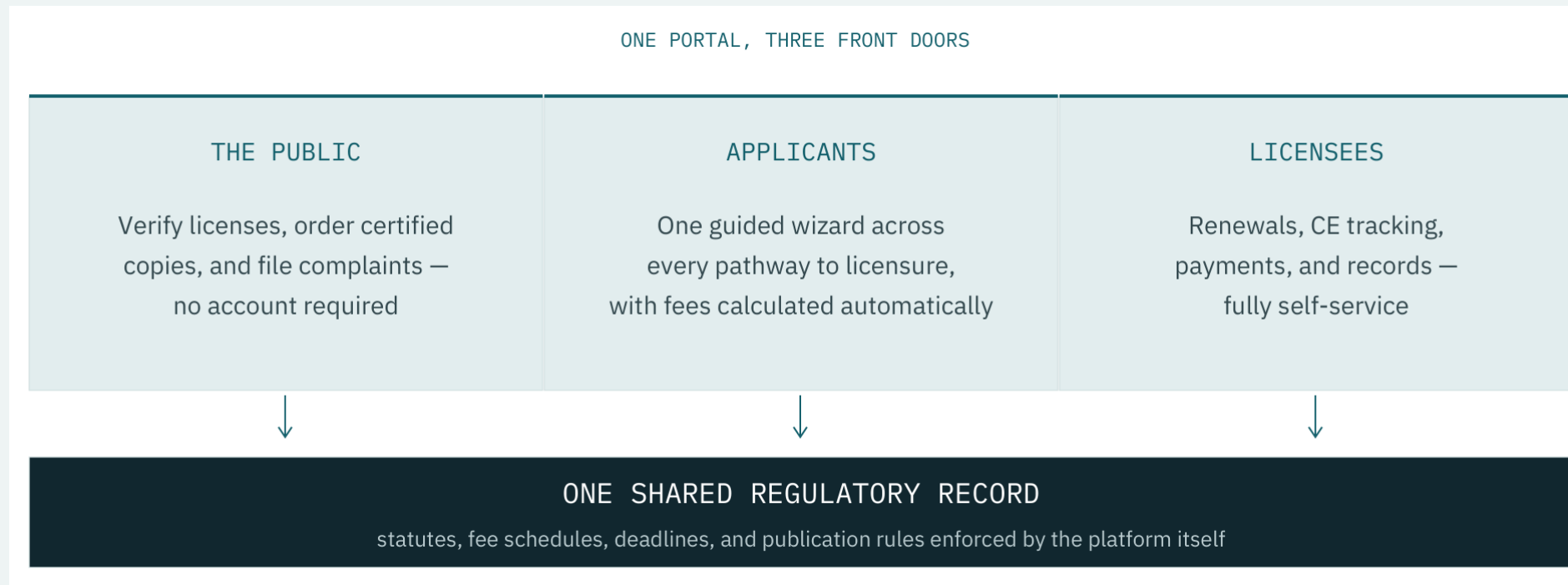
“We were effectively paying twice — once for the platform, and again for an outside consultant to build what the vendor didn't deliver. That model was unsustainable for our budget.”

— Alissa Vanderveen, Executive Director, AZSBCE

THE SOLUTION

One portal, three front doors

A single portal with three distinct front doors over one shared regulatory record — configured to the Board's own statutes, rules, and fee schedules.



FOR THE PUBLIC — NO ACCOUNT REQUIRED

Self-service transparency

Verify any license

Full record: history, certifications, practice locations, photo, and board actions.

Disciplinary transparency, governed automatically

Orders publish only within their approved window; withdrawn orders become inaccessible at once.

Certified copies, self-service

Order and pay online, any hour — employers, insurers, credentialing firms, and sister-state boards complete it on their own.

File a complaint online

Five-step guided intake with built-in licensee lookup, so the right respondent is selected.

Board performance dashboard

17 interactive charts, FY 2020–2025 — a standing public accountability page.

One wizard, shaped to the pathway

A single guided wizard assembles itself around the applicant's pathway. Save-and-resume after every step, documents captured at the point of need, and fees calculated and revenue-coded automatically before payment. When the Board added extern preceptorship, it was a configuration change — not a new application build.

PATHWAYS NOW ONLINE

Doctor of Chiropractic

Examination · endorsement · reciprocity · universal recognition

Extern Preceptorship

Registration

Business Entity

Registration

Renew, comply, and pay without a staff touch

Renewal, fully automated end to end

CE is verified not attested — the 15-step renewal will not advance until board-approved hours meet the requirement.

Continuing education managed year-round

Log activities as earned; totals recalculate automatically and closed cycles lock.

Every routine request online

Address changes with postal validation, verification letters, wall certificate, and invoices.

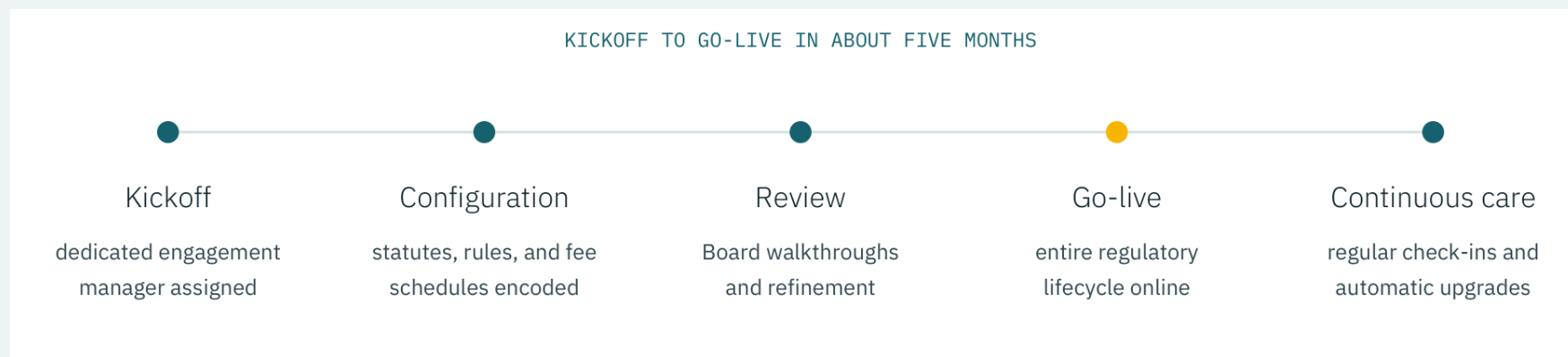
Business entities get their own track

A ten-step registration, an eight-step renewal, and ownership / name / address changes.

Security designed in

MFA on every account; expiring links re-checked on retrieval; supervised support view — staff never handle a password.

Five months, and a team that responds



“When we raise something with GovCore, it gets addressed. After years of feeling blocked, having a partner that listens and responds has made all the difference for our team.”

— Alissa Vanderveen, Executive Director, AZSBCE

Work that used to need a person, and now does not

A sample of the manual processes the portal eliminated — work that used to need a person, and now does not.

Status inquiries from employers and credentialing firms

Mailing certified license copies

Fulfilling requests for disciplinary orders

Keying emailed PDF applications

Following up on incomplete applications

Looking up which fee applies

Coding payments to state accounts

Auditing CE hours at renewal

Calculating and invoicing late fees

Keying address changes by hand

Reconciling misidentified complaint respondents

Building the annual performance report

Continuous care, not a finish line

- Structured post-launch care — configuration tuned to the Board's evolving needs, feedback folded into each cycle.
- Licensees are part of the loop: friction reported by chiropractors flows back through the Board to GovCore.
- Near-term roadmap: in-portal messaging and notifications, and a CE-provider portal linked to renewal.
- New platform releases are delivered automatically, at no additional cost — a new board is configured, not rewritten.



One platform. Every function.

GovCore builds regulatory operations software for licensing boards across the United States and Canada, unifying licensing, enforcement, and compliance on a single record. Data stays in its country of origin; controls map to NIST SP 800-53. Hundreds of thousands of licensees depend on GovCore.

See the platform against your own licence types — request a demonstration at getgovcore.com. Provided to government agencies at no cost, with no obligation.

