



*payit*

iKan: A cross-agency digital  
transformation





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## Streamlining the citizen 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 constituents. For many residents, there was no clear distinction as to what is considered a city-, county- or state-level service. Kansas wanted to provide a government-level-agnostic and agency-agnostic solution for Kansans looking to interact with the state.

| Achieving this proved challenging, as this vision would require multiple systems and tens of millions in budget. This led to Kansas abandoning this as a home-grown project. In 2018, new state CIO (now former) Lee Allen continued this vision of a digital Kansas government by partnering with GovTech leader PayIt. 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 experience.

| Launched in early 2018, iKan allows residents to renew their driver's licenses, renew vehicle registrations, order birth, death and marriage certificates and purchase yearly park passes.

All of this can be done by the citizen's preferred device — with a web experience, mobile-web experience and native Apple and Android apps available.

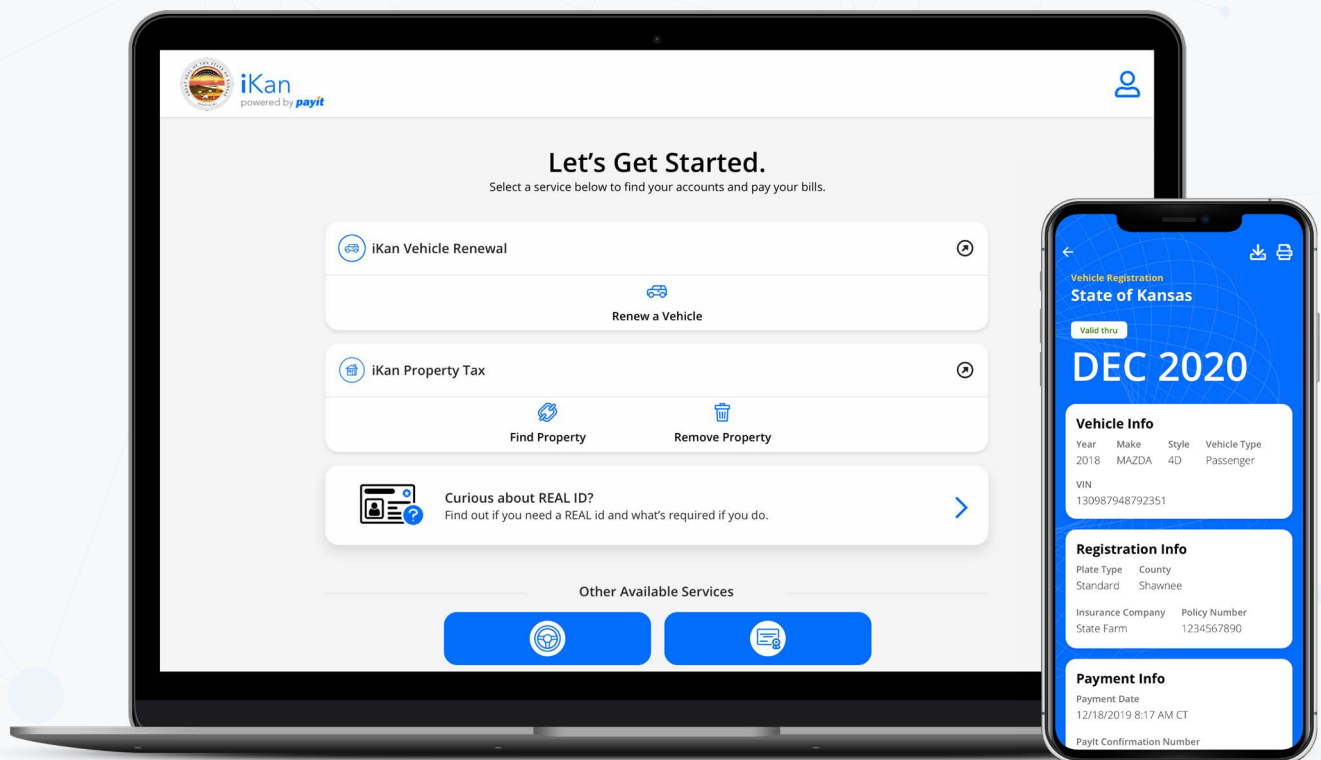
| What sets iKan apart from other digital government offerings is that it's not just a payment platform. iKan provides a full, end-to-end experience for every user. Residents are able to create a single, secure wallet that combines and stores all of their payment, profile and transaction information in one place. From there, users can set up alerts and 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.



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## Driving rapid, cross-agency digital change

With the way people access information and conduct business ever-changing, Kansas was looking to move away from the traditional government model to a more modern approach by leveraging 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 were able to store and manage their receipts and documents for both agencies in one digital wallet. Kansas has truly created an always-on, citizen-centric digital government.





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## Thriving in the new, contactless world

| As a leader in the government, Kansas is letting constituent safety and well-being drive the decisions they make around government operations. Modern government technology is critical and has opened new ways for Kansas to interact with their constituents.

In 2020, Kansas joined forces with two counties—Shawnee County and Smith County—to include real estate property taxes for those residents within iKan. Now, these citizens can use all that iKan has to offer by storing their receipts and documents and managing their payments in the digital wallet.

| iKan is allowing for city, county and state agencies across Kansas to significantly reduce the need for in-office visits, rely less on manual processes and safely serve citizens. This means meeting constituents where they are and providing a consumer-grade, end-to-end experience for every user.

With more city-, county- and state-level services launching within iKan, the impact is truly limitless — a singular and all inclusive digital government.



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

“

We have accomplished a lot and PayIt has been a great partner of ours. With all of the changes we had with new systems and new offices, PayIt was right there with us and making sure everything worked smoothly. We want to say thank you to them for that.

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**\$425+ million** in total online revenue collected since launch



**92% increase** in online revenue collected year-over-year (Q4 '20 vs. Q4 '19)



**880,000+** total citizen accounts created – 1 in 3 Kansans have an iKan citizen profile