

# Licensing System Update: Agency Management Solutions

**GORDON-JARBY**

*Innovation and Quality Since 1982*

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- Proud US-based company since 1982
- 250+ employees
- Committed to close partnership, quality solutions and renowned customer service
- Gordon-Darby Contracts:
  - Arizona Vehicle Emissions Inspection Program
    - 1991 launch, currently on 8th contract
  - New Hampshire On-Board Diagnostics and Safety Testing Program
    - 2005 launch, currently on 3rd contract
  - Texas Information Management Solution (vehicle emissions)
    - 2007 launch, currently on 3rd contract
  - Texas Parks & Wildlife Department Licensing Solution
    - 2012 launch, currently on 2nd renewal
  - AMS Acquisition
    - 2023 – Nevada, New York, Massachusetts
- Gordon-Darby specializes in building custom systems specifically designed to meet our customers' needs.





## Transition Timeline (~180 days)

Department	Service Description
Accounting & HR	<ul style="list-style-type: none"><li>• Transfer employees</li><li>• Bank account management, vendor invoicing &amp; payments</li></ul>
Information Technology	<ul style="list-style-type: none"><li>• Ensure all listed domains are supported until cutover</li><li>• Hosting – Shift from Kalkomey to Gordon-Darby infrastructure</li><li>• Migration of 3<sup>rd</sup> party tools (such as email system)</li></ul>
Call Center	<ul style="list-style-type: none"><li>• Contact center system migration (porting of phone numbers, emails, other)</li><li>• Shared agents until GD staff is fully trained</li></ul>
Fulfillment	<ul style="list-style-type: none"><li>• Transfer of fulfillment vendor contracts, postage accounts, etc.</li></ul>
Operations	<ul style="list-style-type: none"><li>• No change in day-to-day operations as client success team transferred with acquisition.</li><li>• Continuing as remote organization, but with HQ in Louisville, KY and satellite office in Dallas, TX.</li></ul>



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