

THE OHIO BUSINESS GATEWAY MODERNIZATION PROJECT



The Ohio Business Gateway

The Ohio Business Gateway is an online filing and payment system that simplifies Ohio businesses' relationship with the State and processes more than 5 million transactions and \$12 billion every year.

What is the Gateway Modernization Project?

The Gateway Modernization Project will transform the current Gateway into a more user-friendly, reliable and secure portal that provides Ohio businesses with online access to business-related services provided by the State.

Benefits of the Modernized Gateway

- A modern look and feel make the Gateway more intuitive and easier to use
- Pre-populated information and fewer required clicks reduce the time it takes to complete transactions
- Online help functionality provides real-time information and the ability to request assistance any time, from any page on the Gateway
- Updated technology provides Gateway users with more reliable service during high-traffic periods
- New transactions can be added quickly, increasing the State's ability to offer additional services to Gateway users

Business User Involvement

From the beginning, gathering feedback from the Gateway's business users has been a priority for the Modernization Project. Business users have been engaged through:

- Representatives on the Gateway Steering Committee
- Survey of over 2,000 business users to identify pain points, critical functionality and specific UX elements
- "Kick the Tires" session where business users were able to test drive the modernized Gateway and provide live feedback

Gateway Modernization Project Timeline

SPRING 2015

Defined strategy and plan for the Modernization Project based on feedback from business users and service partners

WINTER 2015

Released enhancements to address major business user pain points with the current Gateway

FALL 2016

Phase I begins and is focused on an improved business user experience

SPRING 2018

Target Phase I Go-Live

CONTACT INFORMATION

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