License Management Made Simple

Pearson Credential Management, formerly Integral7, offers a comprehensive, end-to-end solution for license management that streamlines every aspect of your program, making life easier for you and your constituents.

Efficiency at Every Step

Our hosted solution automates and simplifies the management of your agency's program. All your data sources—test service providers, data management systems, member management systems, internal business systems—are seamlessly integrated using sophisticated import routines that ensure data accuracy, eliminate duplicate records and automatically reject incorrect data. Intuitive configuration tools help you automate program steps and communications. All the while, versatile customer service and workflow features make it easy to manage requests, customize self-service functions, and perform e-commerce transactions. Finally, powerful reporting capabilities track exam success, detect fraud, identify opportunities for targeted marketing and help define strategies for program growth and compliance. Whether you process 100 or 1,000,000 applications a year, Pearson Credential Management can provide you with a secure license management system that has the automation and self-service functionality you need to reduce your program costs, increase customer service levels and meet your agency's business rules.

Learn more

Call us at **888.754.3600**.
Email us at **info@pearsoncred.com**.
Find us on the Web at **www.pearsoncred.com**.

ALWAYS LEARNING

PEARSON

Credential Manager™
Helps You Grow Your Program

Self-Service Features

Application status and history
- Review application status
- Review license and renewal requirements
- Review complete history

Personal information update
- Review and update demographic information
- Report completed program requirements
- Affiliate with a business partner

Online applications and forms
- Submit initial license applications
- Submit renewal applications
- Track applications
- Upload supporting documents
- Complete other forms

Online payment
- Pay with credit card, check, invoice, wire transfer and other methods
- Review order online and via email confirmation
- Automated, secure communication
- Receive automated emails with targeted guidance
- Receive expiration warning emails with steps for recertification
- Opt-in and -out of automated program emails
- Communicate with staff via a secure, web-based customer service system

Custom home page
- View relevant information at each login
- Review targeted next steps for licensure and license renewal
- View custom banners
- Review license status, history and other transactions

Continuing education tracking
- Track and submit CE credits with custom online CE tracking form
- Search CE provider and course calendar

Document repository
- Find and download logos, instructions and other license-related documents
- Access relevant documents based on licensure and other candidate attributes

License verification services
- Prove licensure to employers and other stakeholders

Other
- Login 24/7 via secure candidate portal
- Opt-in to online public registry
- Establish mentor relationships

Staff Features

Customer service
- Manage workflow with applicant, licensee, incident, payment and fulfillment queues
- Review and update demographic information
- Review and update exam results and licensure status
- Manage merge queue and candidate deduplication
- Review complete transaction history
- Benefit from unified applicant, licensee and customer service tools

Program administration
- Visually create and update program rules with support for complex rules and multiple licensee tracks
- Create rules for exams, applications, payments, transcripts, work experience, continuing education, etc.
- Use audit feature for candidate requirements to reduce staff workload
- Grant licenses automatically based on completion of business rules

Eligibility and fulfillment management
- Automatically send exam eligibility records to test service providers
- Automatically send information to fulfillment providers; fulfillment issues are queued for staff review

Automated communication
- Send automated event-based emails with reminders and next steps to help candidates get licensed
- Create and personalize automated HTML email messages with event-based email editor
- Answer applicant and licensee questions, track communication histories and make private comments in candidate records with the web-based customer service system

Continuing education and provider management
- Manage CE sources, credits, conversions and other options
- Manage approved CE providers and courses
- Offer self-service web portal for approved providers
- Enable self-reporting of CE progress by candidates

Renewal management
- Send automated expiration warning emails with reminders and steps for license renewal prior to and throughout the renewal cycle
- Create and update renewal rules
- Grant licenses automatically based on completion of renewal requirements and rules

Staff Features (continued)

E-commerce with instant credit card processing
- Collect fees
- Manage multiple payment types

Investigations
- Manage a formal investigative process of meetings, documentation, decisions, sanctions and appeals

Reporting
- Execute dozens of predefined reports and wizards
- Manage your program with operational reports
- Summarize program statistics with dashboard reports
- Analyze exam validity with psychometric reports
- Run exam result reports, fraud detection reports and others

Data & Systems Management

Hosted solution
- Frequent software updates
- Tier-one data center provides exceptional security, uptime and backup services
- Data center meets regulatory requirements including SAS-70 Type II and many others
- No new IT budget required: IT personnel and software and hardware upgrades included
- Hosted solution offers financial savings and predictable yearly costs
- Small and large agencies or regulatory boards benefit by outsourcing this IT function
- Support for multiple languages

Data import and cleansing
- Automated results import from test service providers and other data sources
- Sophisticated, time-tested error-checking automatically returns bad records
- Automated data deduplication and merging
- Data feeds from learning management systems, association management systems and other third-party services and software

Security
- Tier-one data center provides unmatched physical and digital security
- Client-defined role-based user access
- All data transmission secured via SSL

Data exchange and integration
- Test service providers
- Education providers
- Accounting packages
- Fulfillment vendors
- Other third-party sources

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