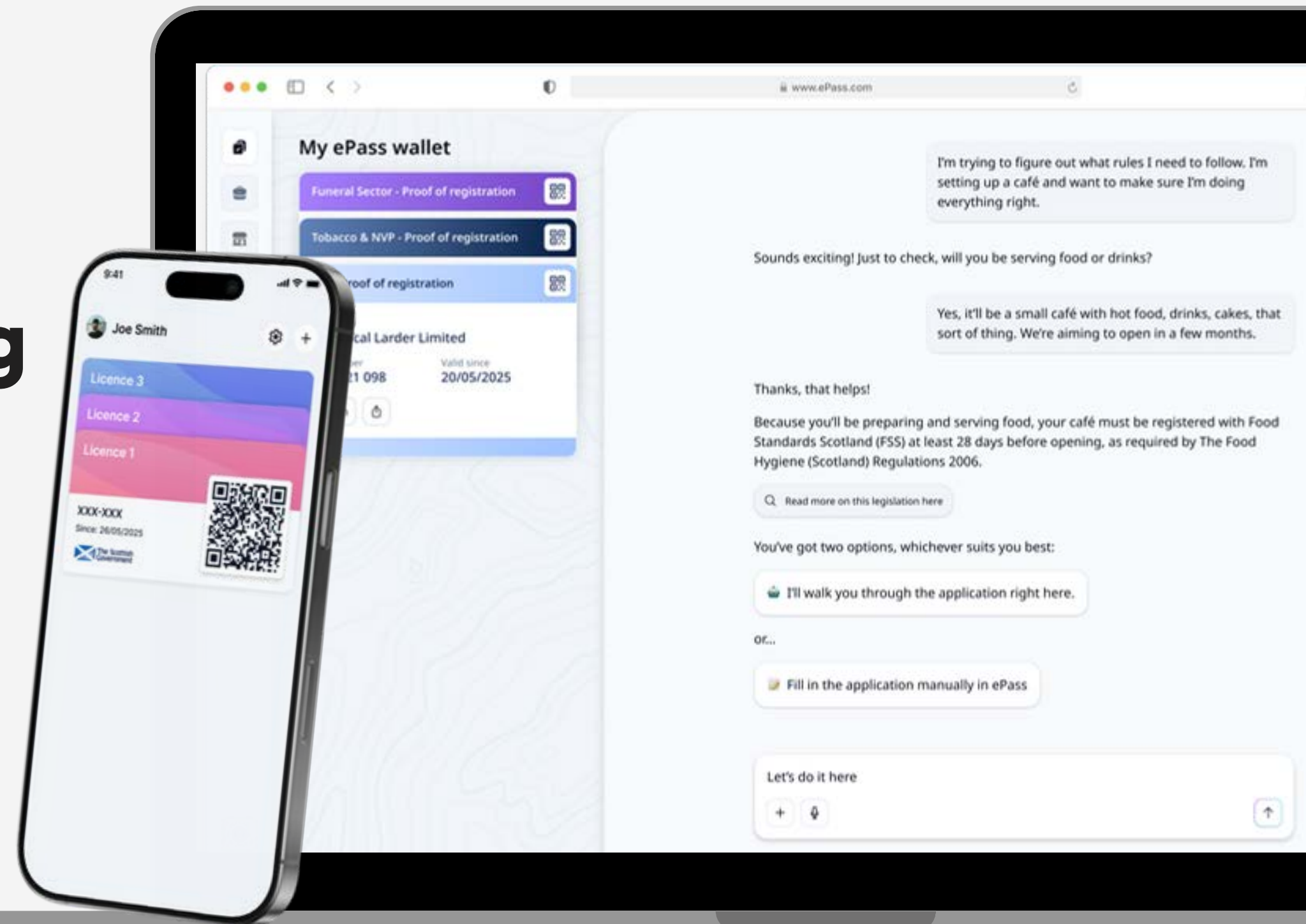


Service Definition

Cloud-based digital licensing platform for public sector organisations

A single platform for licensing, registration and permitting across UK Government

 www.epass.tech



What is ePass?

ePass is a cloud-based digital licensing, registration and permitting platform designed for UK government authorities. The service provides end-to-end management of licensing workflows from application submission through decision-making, enforcement, renewal and ongoing compliance monitoring.

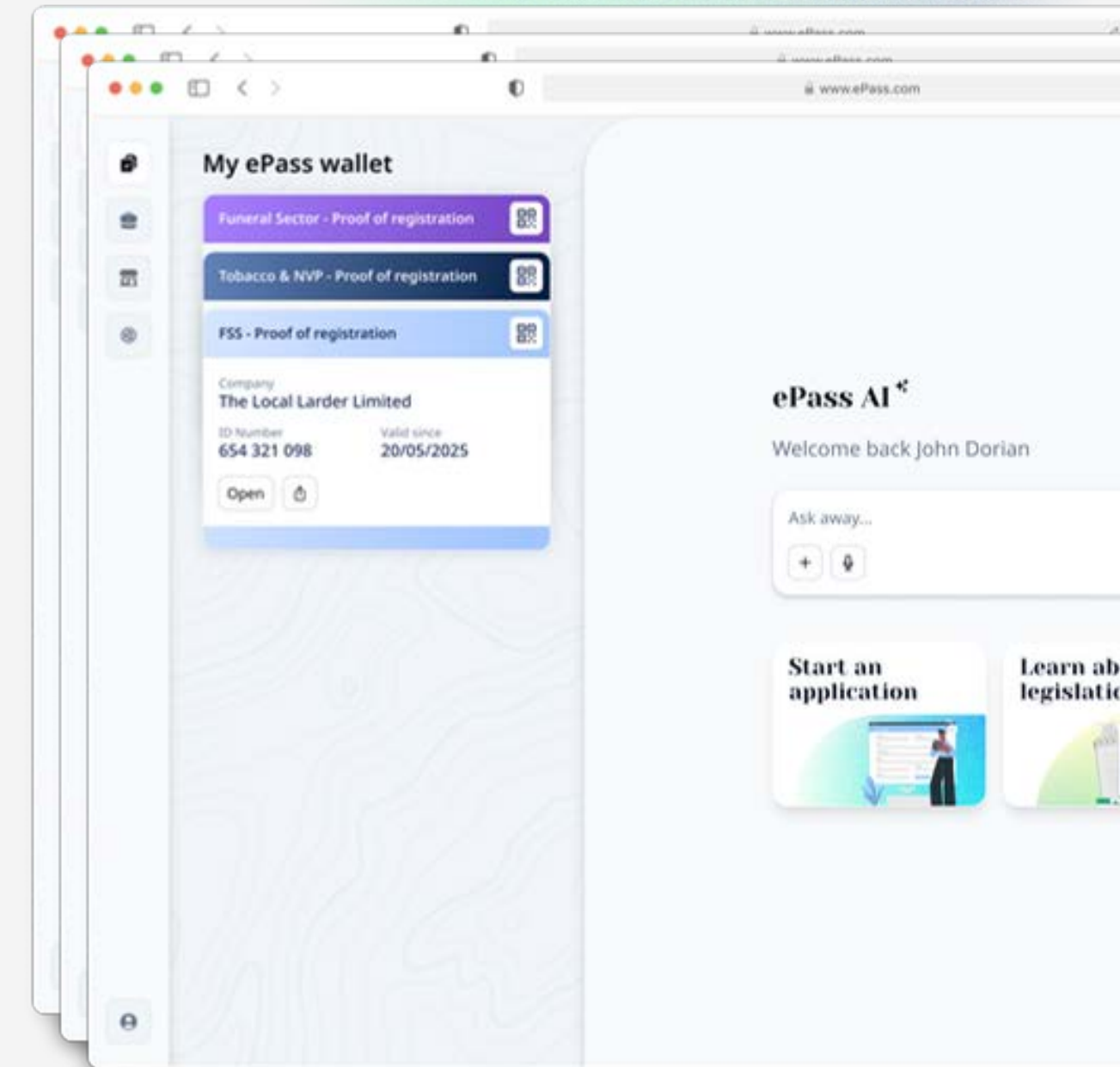
The platform is highly configurable to support different licensing types and regulatory requirements without custom development. Authorities configure licensing workflows through administrative tools. Citizens and businesses apply for any license type through the same interface. Enforcement officers access real-time license data and compliance records in the field. Everyone works from one source of truth.

End-to-end platform connecting

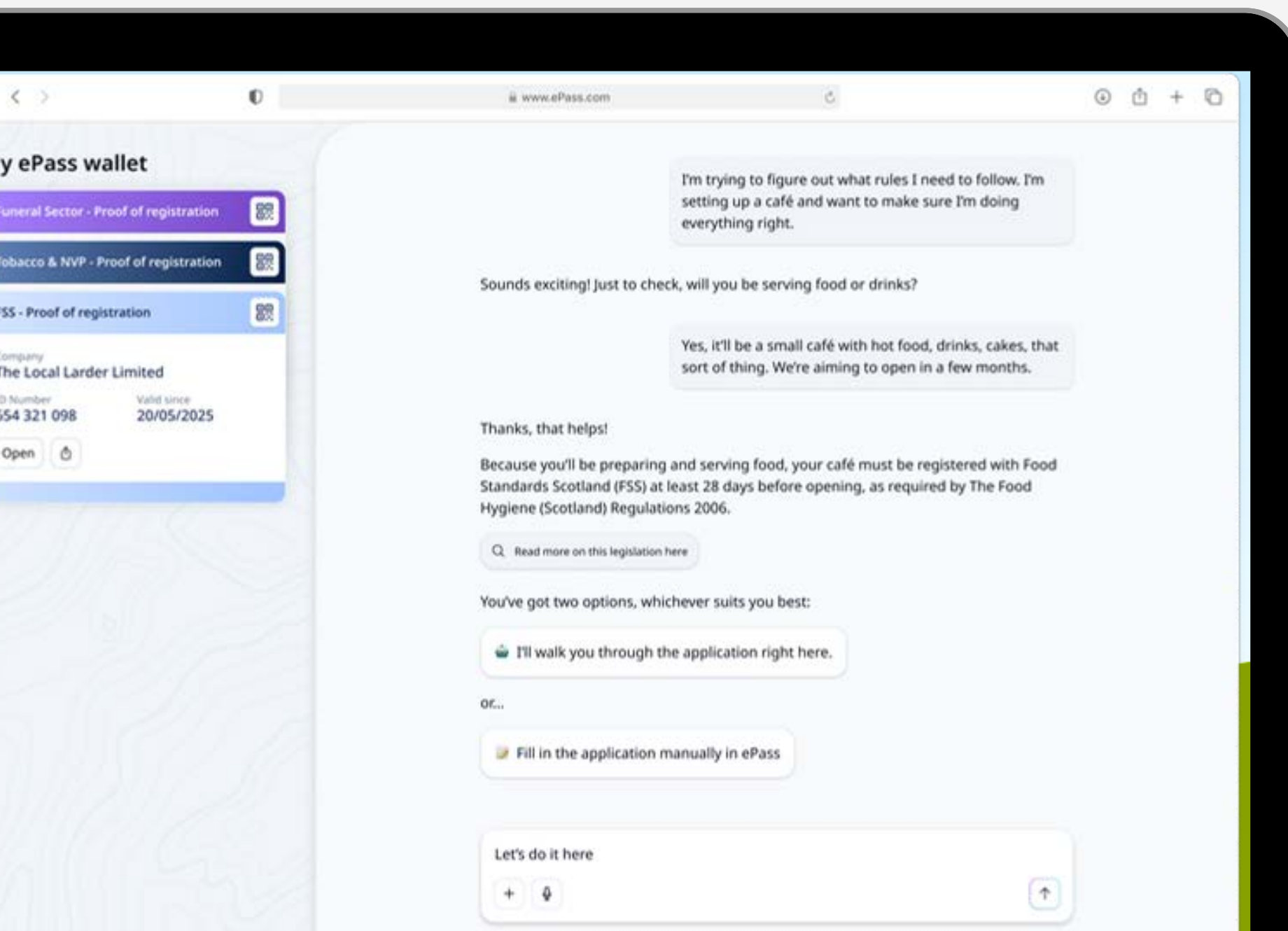
Government agencies

Businesses and citizens

Enforcement officers



Three-steps to supporting every licence, permit & registration scenario



Configure

Authorities configure workflows through a no-code interface with dynamic application rules, data segregation and public register toggles. The platform integrates with Gov.uk Pay for payments and Mailbox for correspondence, plus fine management



Apply

Applicants can save progress and track application status throughout. Features include automated form fills, paper-based application support, accessible design, self-assessment tools, eLearning modules and notifications



Enforce

Officers access real-time tracking, compliance monitoring, admin dashboards, reporting, optional booking, auto-flagging logic, inspection forms and data collection.

FOR ADMINS



Build your licensing, registration and permitting workflow with configurable elements



No-code application form builder



Dynamic rules engine



Payment configuration



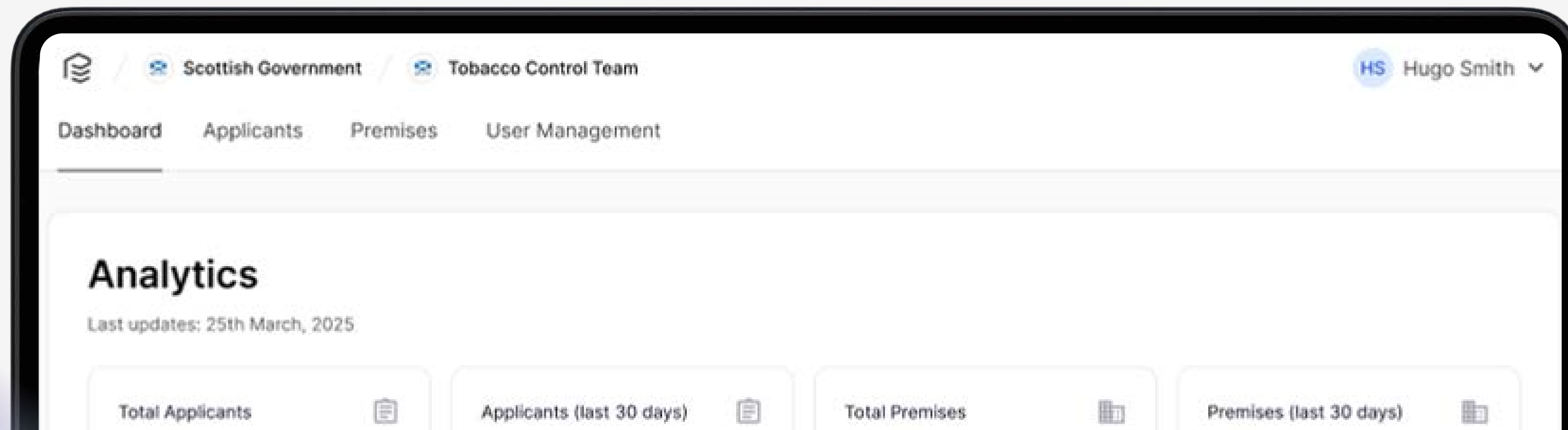
Access control



Change request management



Analytics dashboard





FOR CITIZENS AND BUSINESSES



One familiar application process, that saves and stores progress for citizens and businesses

✓ **ScotAccount identity verification**

✓ **Single data entry**

✓ **Dynamic form logic**

✓ **Integrated payments**

✓ **Digital license storage**

✓ **Automated renewal reminders**

Applicants > Larry Young

Larry Young Active

✉ example@email.com ☎ 01234 567890

Role	Primary contact
------	-----------------

Business type	Company
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Company name	Scotland Vape Co.
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Company number	SC012345678
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Company address	Dundee One, River Court, 5 West Victoria Dock Road, Dundee, S
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FOR ENFORCEMENT

Real time validation for enforcement officers built for work in the field . We're not asking officers to change how they enforce. We're freeing up the time to actually do it.



Food Standards...

Operations

Dashboard

Applicants

Premises

Bookings

Change requests

Team Admin

User Management

Team Settings

Support & Logs

Changelog

Feedback

Bookings > Hillview Bakery > Inspection form

Inspection form - Hillview Bakery

1. General Inspection Information

2. Premises & Structural Performance

3. Food Safety Management System (FSMS)

4. Operational Hygiene & Practice Performance

5. Food Information and Composition

6. Training and Staff Competence

2. Premises & Structural Performance

Assesses the physical condition, layout, and maintenance ensure it supports safe food handling.

Inspection Questions

All comments below each question will be shared with the Food

Are the premises in good repair and structurally sound?

Compliant

Recommendation

Contravention

Additional comments on premises repair and structure:

Write here...

Are all internal surfaces (e.g. walls, worktops) clean and in g

Compliant

Recommendation

Contravention

Additional comments on surface cleanliness and condition:

✓ Real-time license status checking

✓ Historical ledger (full audit trail)

✓ Dynamic inspection forms

✓ Risk-based flagging

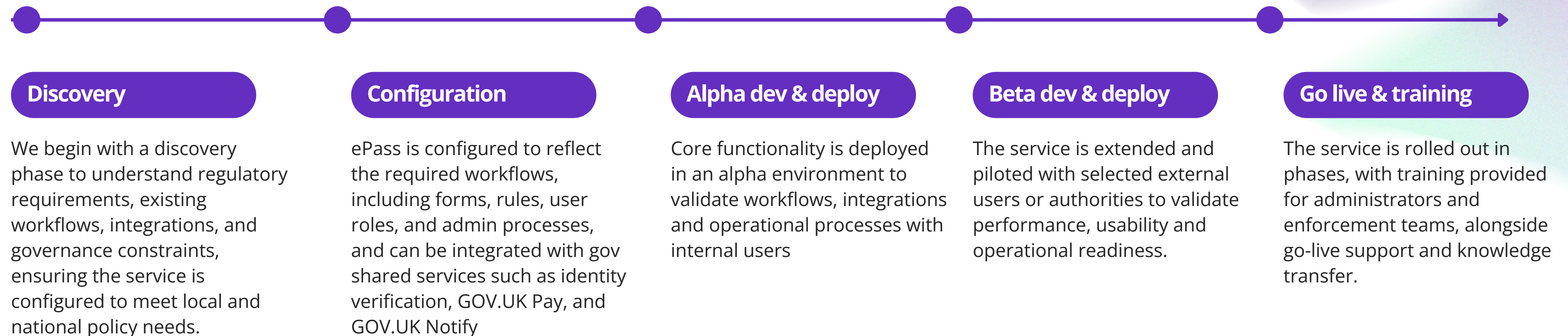
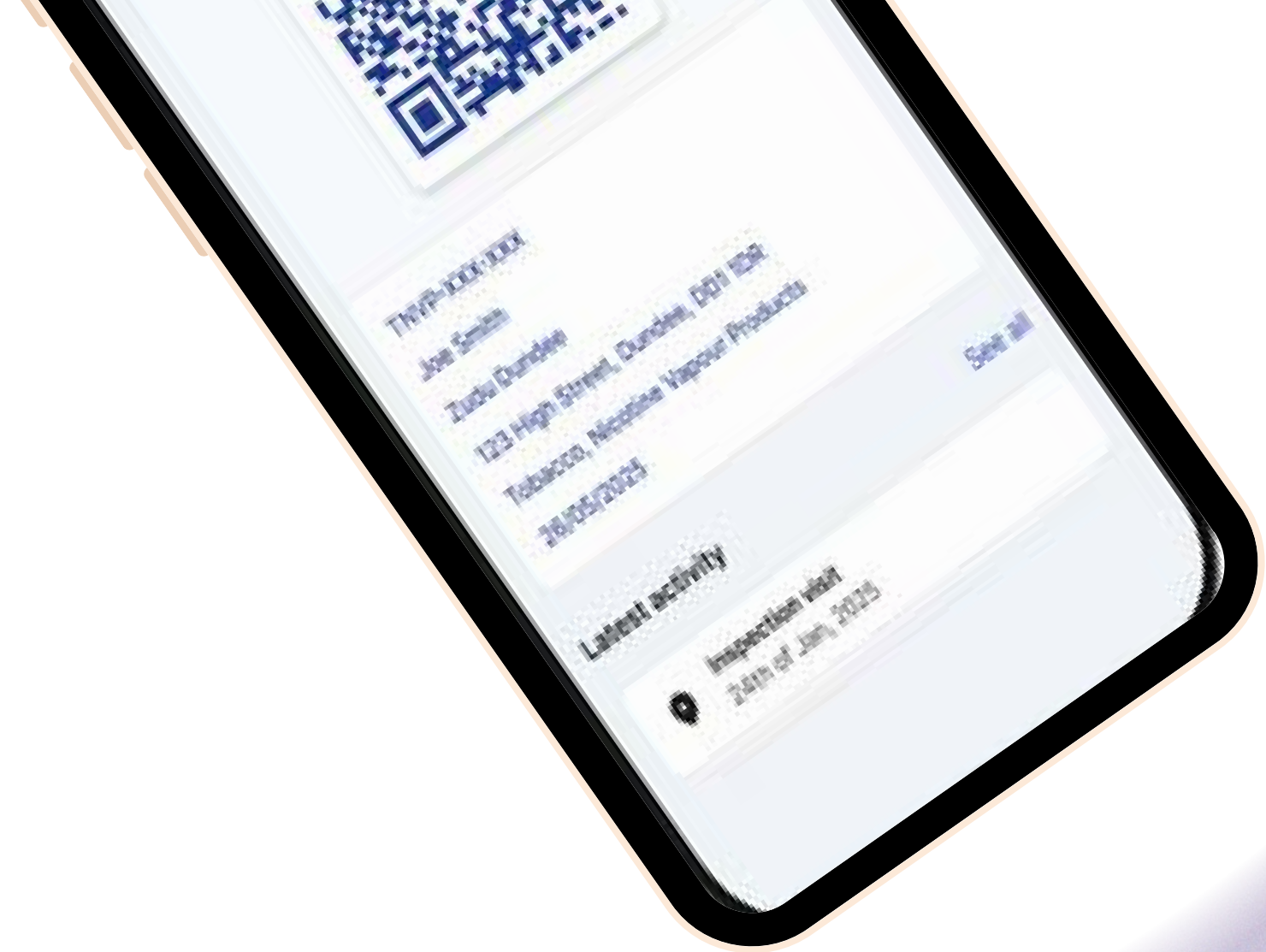
✓ Compliance reporting

✓ Booking and scheduling system

Getting started

ePass is implemented through a phased onboarding approach aligned to public sector delivery standards.

Typical delivery timelines range from rapid MVP deployments in around 5 weeks through to 6 months for more complex, multi-authority implementations, depending on scope, integrations and governance requirements.





CORE COMPONENT

ePass is a core component of Scotland's digital infrastructure - reusable, configurable, proven technology that has integrated with:



SG AWS Cloud: Deployed on SG AWS cloud



ScotAccount: For citizen identity verification



Gov.uk Pay: For accepting card payments



Mailbox: For digital correspondence



Gov.uk Notify: For email & text notifications

Service levels

Security, hosting & data



01. Service levels and support

ePass is supported through second-line technical support and third-line engineering and infrastructure teams, with planned maintenance communicated in advance and reactive support provided for service incidents.

04. Accessibility and usability

ePass provides accessible digital application workflows to GDS standards, including dynamic form logic, automated guidance and digital licence storage, supporting citizens and businesses to complete regulatory processes online.

02. Security and data protection

ePass is designed to align with UK GDPR and Data Protection Act 2018 requirements, Cyber Essentials Plus and ISO27001 certified with role-based access control, audit logging, and integration with government identity services such as ScotAccount for user verification.

05. Operational delivery approach

ePass is implemented through a phased onboarding approach aligned to public sector delivery standards, including discovery, configuration, alpha and beta deployment, and phased rollout with training

03. Hosting and integrations

eePass is a cloud-agnostic platform that can be deployed on public sector cloud environments, including SG AWS cloud infrastructure, and integrates with government shared services such as ScotAccount, GOV.UK Pay for payments, GOV.UK Notify for email and SMS notifications, and Mailbox.

06. Data export and service exit

On contract termination, customer data can be exported and transferred to the customer or a nominated third party in agreed formats, with data handling managed in line with contractual and regulatory requirements.

LIVE USE CASES

Serving 15,000+ businesses and thousands of citizens across all 32 councils in Scotland, as we build on scaling national licensing & registration infrastructure



This new system aims to enhance data quality – ultimately enabling better enforcement of regulations

Jenni Minto
Public Health Minister

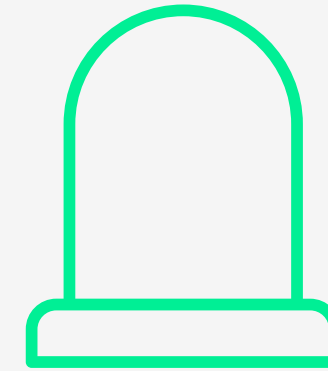


Tobacco & Vapes

2025

Tobacco & Vapes
Launch **in 6 months**

15k+ businesses
registered across all 32
local authorities
Enhanced enforcement
of age-restricted
products



Burials and Cremations

2025

Burials and Cremations
Launch **in 2 months**

National register
replacing fragmented
local systems 8 weeks
from start to launch



Food Standards

2025

Food Standards MVP **in 5 weeks**

MVP live in 5 weeks
Supporting council
environmental health
officers

THE IMPACT

Teams across Scotland report fewer errors, faster processing and better enforcement outcomes. Here's what shifts when you move from manual processes to ePass:

 **Up to 77hrs** saved per officer, per month

 **Up to £22k+** saved per officer per year

 **Up to 75%** fewer manual corrections

 **Up to 80%** reduction in duplication and fraud

National consistency

One process across all councils and divisions, not 32 different systems

Data accuracy

Single identity verification method eliminates duplicate records and errors

Handle volume spikes

Process peak periods (renewals, seasonal demand) with the same team

Fraud reduction

Track citizens, businesses, and premises across authorities and license types

Cost savings

Replace fragmented local systems with shared infrastructure

Time and effort savings

Admin teams, officers, and citizens all spend less time on manual tasks

*Based on early programme data, user feedback and indicative analysis.



Turning complex licensing, registration & permitting into efficient, reliable public services.



[@James Buchan](#)



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epass.tech

