

WSLCB Licensing and Technology Modernization in WA State

An Overview of WSLCB licensing types, the Benefits of COTS Software vs Custom Building, The future state of Technology Modernization at WSLCB, and Ongoing/Future Projects

WSLCB Licensing Types

Cannabis

- Producer
- Processor
- Producer/Processor
- Retailer
- Research
- Transportation

Liquor

- Retail Businesses, such as:
 - Grocery Stores
 - Restaurants
 - Nightclubs
 - Taverns
- Non-Retail Businesses, such as:
 - Breweries
 - Wineries
 - Distilleries
 - Beer/Wine Distributors & Importers

Vapor

- Delivery
- Distributor
- Retailer

Tobacco

- Cigarette Selling
- Cigarette Distribution
- Other Tobacco Product (OTP) Distribution



Benefits of COTS vs Custom Software and Systems

- Commercial-Off-The-Shelf (COTS)

- Pros:

- **Cost-Effective** – Lower initial costs, predictable maintenance costs
 - **Quick Implementation** – Ready-to-use solutions, faster deployment
 - **Proven Reliability** – Tested and used by other organizations

- Cons:

- **Scalability** – Less ability to scale to need

- Custom

- Pros:

- Tailored Solutions – Customized to specific needs
 - Scalability – Can be scaled as needed
 - Innovation – Potential for unique features and capabilities

- Cons:

- Cost – Higher initial costs, unpredictable maintenance costs



Current Technology Modernization Efforts

- Systems Modernization Project (SMP) – Phase 2
 - This solution is built on a cloud-based Salesforce platform. Phase 2 of this effort replaces a 40+ year old licensing case management system with go-live targeted for 3/31/2025.
- Drupal 10 Upgrade
 - This effort included a complete redesign of the agency's public facing website and upgrade to Drupal's latest cloud-based, software-as-a-service platform. The agency went live 12/16/2025.
- EasyVista – IT Service Management (ITSM) Solution
 - This effort replaces the agency's legacy ITSM solution, Microsoft Service Manager, and is built on a cloud-based Salesforce platform. It includes workflow automation and AI analytics.
- SharePoint Online
 - This effort replaces a legacy version of SharePoint which serves as the agency's intranet site and includes architecture using Microsoft's latest online, cloud-based platform.



Washington State Liquor and Cannabis Board

Looking Forward

- Systems Modernization Project (SMP) – Phase 3
 - This phase would replace a 15+ year old, custom-built enforcement case management system.
- GovQA
 - This effort will centralize all the agency's public records request management functions into a single cloud-based, software-as-a-service platform specifically designed for public sector use.
- Tax & Fee System Replacement
 - This effort would consolidate 3 disparate tax and fee systems into a single comprehensive cloud-based, revenue management solution.

Thank You!