

Case Study

A license to transform: Salt Lake City's modernization journey

Atos' Salesforce solution modernizes legacy
systems for a better end-user experience



Atos



At a glance

Salt Lake City's Business Licensing department transitioned to a digital, paperless system using Vlocity and Salesforce technologies to streamline operations and improve customer service.

Overview

Salt Lake City, Utah, home to over 210,000 residents, requires licensed businesses to comply with zoning, fire safety, and building codes. These licensing requirements promote community safety, well-being, and proper business regulation.

Why Atos

Atos' unique Salesforce expertise includes a global team of 1,200 members, who are balancing industry-leading innovation, AI, and technical excellence to deliver smart and sustainable solutions for a future-fit world.

Find out how Atos is leveraging Salesforce for faster results and a transformative experience for your end-users:

[Atos and Salesforce - Atos.](#)

Challenge

Salt Lake City's Business Licensing department recognized an opportunity to improve its services by modernizing its legacy system with a digital approach. Their existing process relied on paper-based requests and manual data entry, prompting a solution with enhanced workflows and streamlined communications.

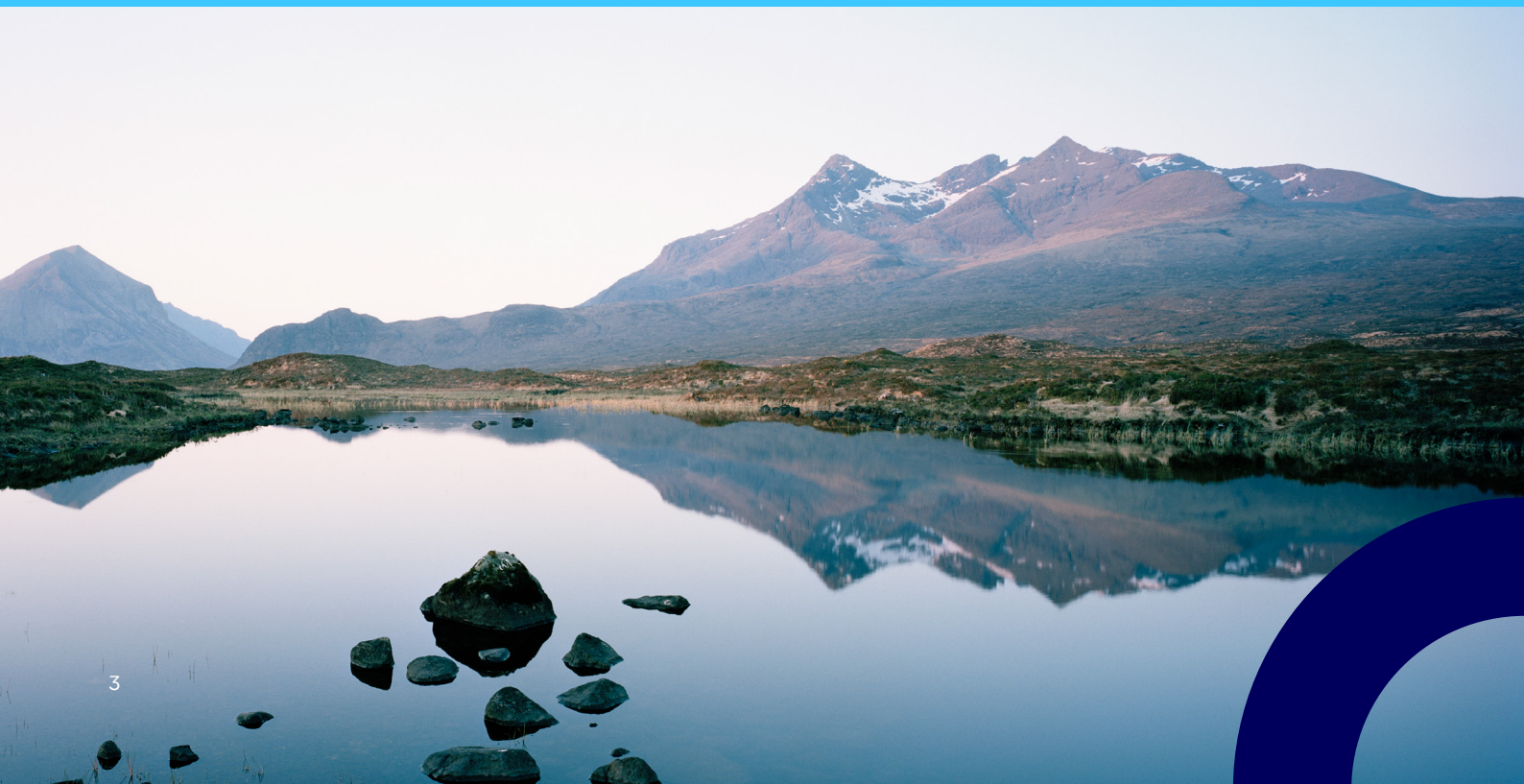
Solution

This was a time-sensitive and business-critical project, and Atos was chosen for its deep expertise in Vlocity and Salesforce technologies and its ability to create tailored solutions.

Atos leveraged Vlocity Omniscripts to streamline license application forms, enhancing efficiency and the user experience. The solution utilized Salesforce Community Cloud, Service Cloud, and Vlocity along with Vlocity Cards for introducing seamless self-service options.

Results

Salt Lake City residents can now effortlessly monitor their application status and inspection schedules for a smoother experience. With extensive training in Salesforce and Vlocity, the City's staff members have enhanced their ability to provide efficient and effective customer service. These upgrades have also improved the systems' existing features and enabled the expansion of new use cases, ensuring the City maximizes its investment in Salesforce.



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Let's start discussion together



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