

IGA | Indiana Grain Buyers Warehouse Licensing



ABOUT

The Indiana Grain Buyers and Warehouse Licensing Agency (IGBWLA) was created in 1975 after the collapse of a large commercial grain operation, which resulted in Indiana farmers not being paid for grain stored. As a result of this incident, Indiana created IGBWLA, whose responsibilities include the licensing and compliance of commercial grain operations in Indiana.

The IGBWLA's mission is to ensure the financial integrity of the grain marketing infrastructure, while allowing the industry to be competitive, innovative and efficient. The agency has oversight of more than 200 licensees that operate approximately 350 facilities across the state.

CHALLENGE

Since inception, Indiana Grain Buyers and Warehouse Licensing Agency has utilized a paper process for intake, processing, and approvals of applications and renewals of grain warehousing operations. This process is time consuming, tedious and antiquated.

SOLUTION

IGBWLA engaged IOT's Salesforce Center of Excellence (CoE) for guidance and direction for modernizing the administration of the grain buyers and warehouse licensing program administration. After thorough discovery and analysis, IGBWLA approved the design and development of a modern solution on the Salesforce platform. All applications, processing and approvals are automated.

RESULTS

Applications are submitted by grain buying companies via a web portal. The applications are processed through a series of established workflows to ensure all required documents have been uploaded by the developer, the application is rated according to legislative and regulatory guidelines, and approvals are automatically generated. This digital transformation aims to streamline operations and expedite decision-making by reducing manual tasks, minimizing errors, and allowing staff to focus on more strategic work and increase overall productivity when the new system is deployed in 2025.