Platform Features and Process Improvements

For Applicants

Online e-Services Single Portal

The portal enables applicants to submit applications, upload supporting documents, track application status, and receive result notification through a single online platform.

For EMSD Staff (Frontline)

AI-supported Data Retrieval and On-site Compliance Checking

The system automatically extracts specification data from the scanned design documents with AI and NLP to facilitate application processing.

During on-site checking of lift/ escalator installation, AI compares captured component model and corresponding attributes images to the approved design and provides instant verification results.

For EMSD Staff (Backend)

Case and Data Management

The platform enables viewing of all applications and their details to facilitate case monitoring. Generation of value in management decision-making by analysing the available data is also enabled.

Benefits to Stakeholders

Applicants
More User-centric Experience

Increased Service Accessibility
Applicants could access the e-submission services anytime and anywhere, which enhances convenience and satisfaction.

Increased Transparency
The application process is made more transparent by enabling applicants to track application status and retrieve approval document in real-time.

EMSD Staff (Frontline)
Enhanced Licensing Workflow

Increased Efficiency
Automating repetitive tasks accelerates processing and liberates human resources for more strategic endeavours.

Enhanced Accuracy
Automating data processing eliminates potential human errors in data retrieval and entry.

EMSD Staff (Backend)
Better Decision Making Support

More Effective Data Management
The application data overview and analysis supports identifying application trends and patterns, generating insights to support decisions on policy changes and improvement in regulatory regime.