



4
weeks



FROM DECISION TO LAUNCH

How DocuPet Launches Pet Licensing Programs in Just Four Weeks

What's inside.

A structured look at how DocuPet compresses months of licensing transition work into four focused weeks — and why that matters for your community.

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A four-week launch, **without the guesswork.**

Your team already has a licensing program to manage, along with the many other day-to-day responsibilities that keep your community running. Onboarding a new system shouldn't mean adding months of meetings, data cleanup, training, and project management to the workload.

Four weeks covers a lot of ground. The difference is having the right team take care of the work at each stage.

Getting a new licensing program ready to launch involves more than putting a new system in place. Existing licensing data needs to be prepared and transferred, the system needs to be configured, staff need to be trained, owner communications need to be prepared, and everyone needs to be ready for launch. Without a well-defined process, those pieces can easily turn into a months-long project.

DocuPet has refined that process to take on more of the work itself. Over time, the typical timeline has moved from two months to around four weeks today.



Why licensing transitions can drag on.

For organizations, moving to a new licensing system happens alongside the work they already have to do—managing licenses, responding to residents, working with other departments, and keeping daily operations running. Adding data preparation, training, meetings, and project coordination can quickly make the transition feel like a project of its own.

Timelines often stretch when too much of that work falls to staff. Decisions take longer than expected, training has to be scheduled around existing responsibilities, and small issues can create delays that compound as the launch date approaches.

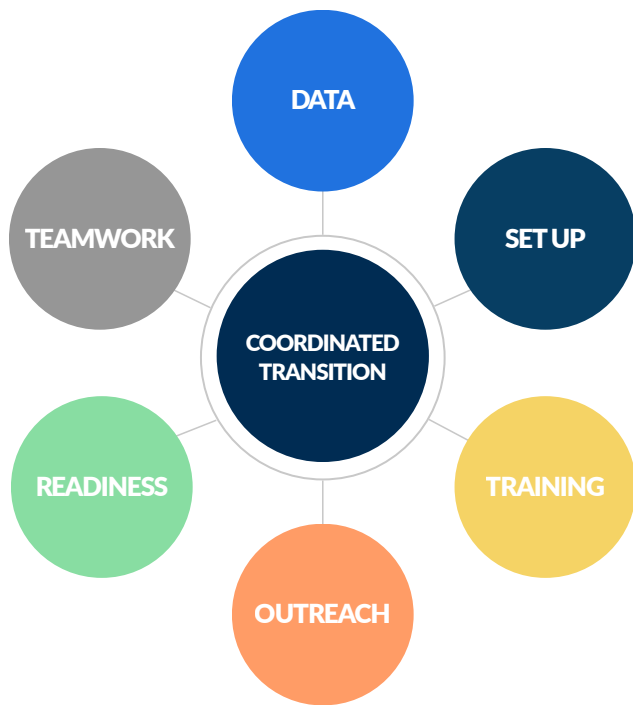


Transitions tend to take longest when too much of the work falls to the administrative team.

DocuPet's approach is different: take on the operational work it can, so your staff can focus on the decisions, information, and approvals that genuinely require their involvement.

Preparing for a new licensing program.

Moving to a new licensing system takes coordination across several areas. Each piece needs to come together before a program is ready to launch.



- 1 Data**
Prepare and transfer historical licensing and GIS records.
- 2 System Setup**
Configure the system around your current licensing requirements.
- 3 Staff Training**
Give teams the knowledge and resources they need.
- 4 Owner Communications**
Prepare pet owners for what's changing.
- 5 Launch Readiness**
Review, resolve, and prepare for launch.
- 6 Team Coordination**
Keep decisions, approvals, and deliverables moving.



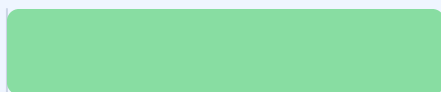
At the center of it all: a coordinated transition that keeps the team moving forward — without taking focus away from daily work.

How DocuPet got to four weeks.

DocuPet has continually refined its approach to licensing transitions, looking closely at where time is spent and which parts of the process can be handled by DocuPet to reduce the workload for staff. As the process became more standardized, DocuPet took on more of the operational work, allowing partner teams to stay focused on the decisions and information that require their involvement.

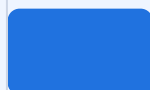
Typical launch timeline over time

2 months



2014-2025

~4 weeks



Today

The process has evolved to cut the timeline roughly in half.

Historical

Today

Timeline

2 month launches

~4 week launches, through more standardized processes

Data

Manual data preparation

Better data tools and a flexible intake process

Training

Staff-heavy live training

Self-guided, video-based courses

Workload

More work on the partner

DocuPet takes on more tasks; partners focus on key decisions

A new approach to training.

Training used to create a significant scheduling burden. DocuPet has moved much of the training into self-guided, video-based courses, allowing staff to complete the material on their own schedule and revisit it when needed.



Less time in meetings

Self-guided training has removed roughly four hours of meetings from the process, reducing the amount of time your team needs to set aside for training.



Work at your own pace

Complete modules when your schedule allows, revisit material as needed, and share specific sections with colleagues.



Built-in visibility

Learning Management System progress tracking gives the DocuPet Implementation Specialist visibility into training progress without needing another status meeting.



Questions without another meeting

Course discussions give your team a place to raise questions and get answers throughout the process.

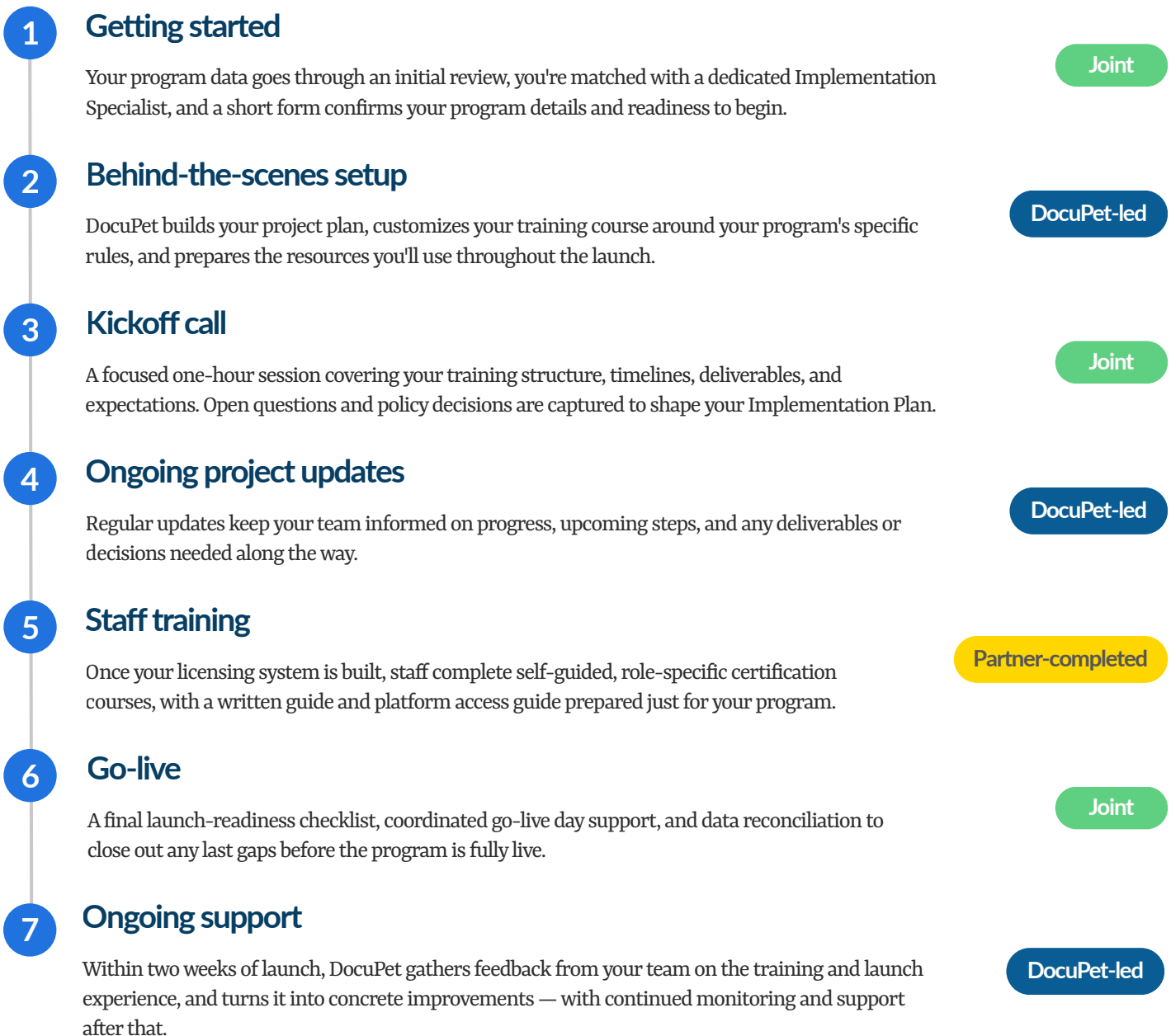


A better experience for your team

DocuPet has designed the training experience around your team's time and priorities. It's flexible, easy to access and built to keep your project moving forward.

Four weeks, behind the scenes.

Four weeks covers a lot of work. Multiple pieces are moving at once, with DocuPet and partner teams working through the tasks, decisions, and approvals needed to reach launch.



What partners don't have to figure out themselves.

DocuPet has built repeatable solutions for the areas that most often create extra work for staff managing a transition on their own.



Historical data

DocuPet works with licensing and GIS records as they exist, identifies gaps, and prepares the data for transfer.



Staff training

Self-guided, video-based courses reduce the need for staff to coordinate and attend hours of live training.



Pet owner communications

Templates and guidance give teams a starting point for communicating the transition to pet owners.



Changes along the way

DocuPet helps identify and address changes that could affect the timeline, keeping the launch moving when plans need to shift.

These are the kinds of details that can consume staff time when a team is managing a transition largely on its own. Partner teams stay involved where their local knowledge is needed while the operational work is handled by DocuPet.

Expertise that makes the difference.

A four-week launch is possible because DocuPet has spent years refining the process around the issues that most often slow licensing transitions down.

01 Data readiness, from day one

DocuPet starts working with historical licensing and GIS data early, identifying gaps and addressing them before they can become launch-day problems.

02 Experience that reduces friction

After supporting licensing programs across over 500 communities, DocuPet has built repeatable processes for the work involved in moving to a new system, so partner teams aren't starting from scratch.

03 Support that continues beyond launch

The relationship continues after launch, with a dedicated partner support team for system help, a relationship manager, and programs designed to help partners maintain a healthy licensing program over time.

04 Aligned with your results

DocuPet's commitment to positive ROI extends beyond the launch itself. When DocuPet recommends a program initiative outside the scope of a partner's contract and that initiative underperforms, DocuPet will cover the associated costs. This approach aligns DocuPet's recommendations with the outcomes your team is working to achieve.

A transition built around your team.

A shorter transition doesn't happen by asking your team to move faster. It happens when the process is designed to make the most of everyone's time. DocuPet's experience has helped refine that process over time, making a transition to a new licensing system more efficient and predictable for partner teams.

Ready to get started?



Connect with DocuPet to explore your program, ask questions, and see how a four-week transition could work for your team.

[Talk to the DocuPet team](#) →



 **DocuPet[®]**

