

# Modernizing Business Registrations in the U.S. Virgin Islands

A Case Study on the Office of the Lieutenant Governor and Catalyst® by Foster Moore



Authors



## Introduction

The U.S. Virgin Islands (USVI) is a hub for business and commerce in the Caribbean. However, prior to 2016, the territory's business registry relied on legacy systems that made business registration and compliance cumbersome for entrepreneurs and corporations alike.

The Office of the Lieutenant Governor (OLG) recognized the urgent need to modernize its Division of Corporations and Trademarks, paving the way for a fully digital, efficient, and user-friendly system.

In response, OLG partnered with Foster Moore, a global leader in registry solutions, to implement Catalyst™ online registry platform. This collaboration transformed how businesses in the USVI interact with government services, enabling seamless digital registration and compliance processes.

## The Challenge: A Need for Digital Transformation

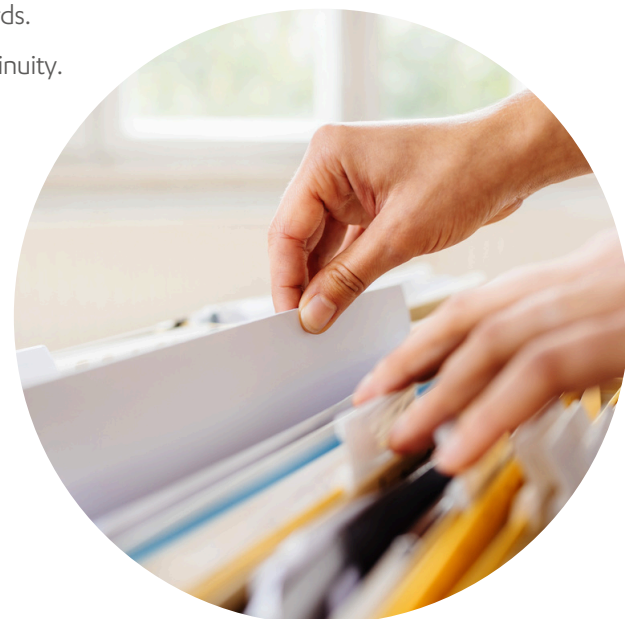
The OLG sought an online system that could support business entity registrations, Uniform Commercial Code (UCC) filings, and trademark management in one centralized platform. The existing system relied on paper-based workflows that slowed down processing times and made accessibility difficult for businesses.

Data migration was a crucial component, requiring the transfer of thousands of historical business entity, trademark, and UCC records into a secure, centralized database. Additionally, the modernization effort needed to ensure resilience against disruptions, particularly in light of the territory's vulnerability to natural disasters.

### Key Challenges Faced by USVI:

- Reliance on outdated paper-based workflows that caused delays and inefficiencies.
- Limited accessibility for businesses requiring in-person filings and document retrieval.
- The need for secure and accurate data migration of thousands of historical records.
- Vulnerability to natural disasters, with hurricanes disrupting operations and continuity.
- The necessity of integrating business entity registrations, UCC filings, and trademark management into a single online platform.

Despite setbacks caused by Hurricanes Irma and Maria in 2017, the project continued with a focus on ensuring business continuity and accessibility for all users.



## The Solution: Implementing Foster Moore's Catalyst™ Platform

Foster Moore's Catalyst™ platform provided a comprehensive, scalable solution designed to meet the specific needs of the OLG. The implementation process integrated various functionalities to enhance service delivery and efficiency, allowing businesses to register new entities, file compliance documents, and conduct searches with ease.

The project began in 2016, and by late 2017, initial modules of the Catalyst™ platform were delivered. USVI Lieutenant Governor Osbert Potter launched the first phase of the Catalyst Platform for the registration of business entities in the territory at a press conference held in St. Thomas on Friday, 31 August 2018, offering corporations and LLCs the ability to e-file corporate documents.

In November 2018, the system expanded to allow all business entity types, including non-profits, partnerships, and trade names, to file electronically, and 6 months later, all corporations conducting business in the USVI were required to use Catalyst™ for filing annual reports and franchise tax annual reports.

The final addition came in December 2023 with the launch of the trademark module, completing the full suite of online services.

## The Results: A Game-Changer for Business Registration

The implementation of Catalyst™ has revolutionized business registration in the USVI, making processes faster, more efficient, and fully accessible online. Businesses can now register, file compliance documents, and retrieve records at any time, significantly reducing administrative burdens and eliminating the need for in-person visits.

The Office of the Lieutenant Governor has also benefited from streamlined operations, improved service delivery, and enhanced disaster resilience through a secure cloud-based infrastructure.

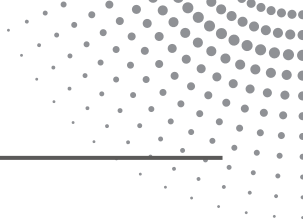
### Key Outcomes and Benefits:

- 24/7 online access to business registration and compliance services.
- Faster processing times and improved accuracy of filings.
- Automated reminders for businesses to meet filing deadlines.
- Enhanced public and legal search capabilities for business records.
- Greater efficiency and reduced manual workload for government staff.
- Improved resilience and continuity in the face of natural disasters.
- Strengthened reputation as a business-friendly jurisdiction, attracting investors and supporting growth.

The success of Catalyst™ in the USVI serves as a model for other jurisdictions looking to enhance their digital government services, proving the impact that innovative technology can have on business operations and regulatory compliance.

The modernization of the registry has also contributed to the USVI's attractiveness as a business-friendly jurisdiction. By demonstrating a commitment to digital transformation and efficiency, the territory is better positioned to attract investors and support economic growth.





## Looking Ahead: Sustaining Innovation and Growth

The transformation of the USVI's registry system marks a significant step forward in the territory's journey toward digital government services. Under the leadership of Lieutenant Governor Tregenza A. Roach, Esq., the OLG continues to explore enhancements that will further improve user experience and operational efficiency.

The partnership between Foster Moore and the Office of the Lieutenant Governor stands as a testament to what can be achieved when governments and technology providers collaborate to modernize critical public services.

With Catalyst™ now fully operational, the USVI is well-positioned to attract investment, support local businesses, and reinforce its reputation as a business-friendly jurisdiction in the Caribbean. The successful modernization of the USVI's business registry serves as a model for other jurisdictions looking to digitize their government services.

By embracing technology and prioritizing user experience, the Office of the Lieutenant Governor has laid the foundation for a more efficient, transparent, and resilient business environment.

At Foster Moore, we are proud to have played a key role in this transformation and remain committed to delivering cutting-edge registry solutions worldwide.



The Lieutenant Governor and his office's staff with Foster Moore US teams members

For questions, comments and further discussion please contact:

Justin Hygate, VP Registry Solutions

[justin.hygate@fostermooore.com](mailto:justin.hygate@fostermooore.com)

Bill Clarke, VP Business Development & Partnerships

[bill.clarke@fostermooore.com](mailto:bill.clarke@fostermooore.com)

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