



## REQUESTS GROW BY 300% AFTER AGENCY MODERNIZES APPLICATIONS TO INCREASE SERVICE CONVENIENCE

### Challenge

The Public Registry of Panama wants to increase service availability via the Internet for the convenience of national and international users. That means the agency must modernize existing IT assets.

### Solution

Using a combination of Software AG products, the Public Registry fully integrates its existing UNIX platform with Windows and Web servers as well as an image system. The end result: a full range of optimized services that save both constituents and developers time.

### Benefits

- 30 percent more efficient quote-to-order process
- User requests have tripled
- Increased end-user satisfaction with more online services
- Significant improvement in the institution's image
- Improved development environment and increased productivity



The Public Registry of Panama is the most important government institution in Panama's national economy.

It is in charge of verifying, recording and attesting to business transactions that can be legally enforced against third parties.

Get There Faster.™

The Public Registry of Panama has taken steps to **become a modern organization with cutting-edge technology**, thus making it an office with a solid and self-supporting financial position, which offers efficient, quality services to national and international users. Since implementing its new Internet service, it has gone from 20 to 100 concurrent users."

Licenciado Alvaro Visuetti | General Manager | Public Registry of Panama

## Facing a multi-faceted challenge

The Public Registry's work is extremely diverse. Its powers include: the registration of the constitution; modification and extinction of rights on real estate, national and foreign public limited companies, plants and aircrafts, profit and nonprofit making civil law associations and private foundations; the registration of mortgages on personal property; and the issuing of registration certificates. The fact that Panama has the largest merchant fleet in the world makes the work of this institution even more important. By embarking on this comprehensive project, the institution had the goal of improving its services by making requests much easier for users. Another important goal was to increase the number of user requests. The challenge in modernizing and optimizing was to improve existing applications by changing them through the use of cutting-edge IT technology.

## A change in application development brings new advantages

One major problem was that existing applications were developed in character mode. However, for the most convenient access, Internet users need to view them in graphic mode. Another central aspect of the modernization was that applications needed to be fully integrated with the image system, thus enabling both systems to be linked via the Internet for optimum and highly efficient interaction. One additional aspect of the project concentrated on the improvement of available services for users, enabling both external users and users of various governmental institutions to request and receive certificates from the Public Registry of Panama.

## Top solution thanks to webMethods EntireX

The extensive modernization solution for the Public Registry of Panama focused on four main elements:

- Using webMethods EntireX, the UNIX platform was integrated with Windows and Web servers and the image system.
- Queries were developed with Natural, and webMethods EntireX accesses Adabas data on UNIX.
- A new development environment was implemented using the Natural Productivity Package, which centralizes all the institution's programming.
- An application for issuing certificates in PDF format was developed using Natural, which enables credit card payments.

## A look at the results reveals multiple benefits

The project proved to be successful from the beginning. Now the Public Registry profits from an improved development environment and much higher developer productivity. End-user satisfaction has increased, as users can obtain information and make queries directly via the Internet without having to go to the institution in person. The institution has become a model of cutting-edge technology and modernization. webMethods EntireX has enabled it to completely integrate its different environments and applications, providing a complete view of all information registered. Likewise, EntireX will enable complete integration with the credit card payment application, enabling automatic debit of Public Registry service fees. Additionally, a further goal was reached: user requests have tripled since the implementation of this new Internet-based service.

## KEY COMPONENTS

**webMethods EntireX** enables a complete integration of existing applications, allowing a whole view of a property or society. It also enables a full integration of the applications implemented for credit card payment.

**Natural/EntireX** optimizes application development and harmonizes existing systems.

**Natural Productivity Package** allows non-UNIX programmers to develop and maintain UNIX applications using modern desktop tools and also the ability to develop service-oriented applications re-using Natural/UNIX code.

## ABOUT SOFTWARE AG

Software AG's 4,000 global customers use our software to improve business processes and drive an agile IT infrastructure. Our customers' goals are to reduce costs and increase flexibility and efficiency. We help them do this by optimizing and governing their operations and aligning IT with the business goals.

Our leading Business Infrastructure Software portfolio is used for data and system integration and modernization. It fosters new levels of IT agility through SOA and allows the rapid creation of new business processes with BPM.

Our 40-year history of success ensures our customers have a reliable platform for driving future business results – faster.

Software AG – Get There Faster

© 2009 Software AG. All rights reserved. Software AG and all Software AG products are either trademarks or registered trademarks of Software AG. Other product and company names mentioned herein may be the trademarks of their respective owners.