



Customer Reference Story | Georgia Technology Authority | Government | webMethods Enterprise Service Bus Platform

A ONE-STOP SHOP IS NOW ONLINE IN GEORGIA

Challenge

The Georgia Technology Authority (GTA) needed to create a Web portal that could integrate and expand online access to all online government services, making them available to state, local, and federal government agencies.

Solution

The webMethods Enterprise Service Bus (ESB) Platform provides a technical architecture that allows any agency to plug into the portal and integrate the applications and data that needs to flow between the different systems.

Benefits

The integration platform brings traditional back-office systems to the forefront without having to rewrite the applications. This helps GTA to make systems more “constituent-facing.”

The Georgia Technology Authority, the IT government agency of the state of Georgia, works to deliver greater efficiency, security safeguards, expanded access to government information and services, and economic development throughout the state. GTA’s purpose is to deliver secure, reliable technology services and solutions, and provide guidance and oversight that lead to sound decisions for Georgia government.

Get there faster.™

“The webMethods ESB Platform is a major component of our interoperability architecture. It will allow us to streamline delivery of additional government services through georgia.gov.”

Gina Tiedemann | GeorgiaNet Director | Georgia Technology Authority

De-complicating e-Government

What good is online government when your citizens don't know where to find your offerings? That was one of the biggest questions facing leaders in the state of Georgia after extensive market research with its constituents. Citizens didn't care what agency provided a particular service, they just wanted to pay their taxes, renew their licenses, conduct business, and take part in e-Government.

With the goal of expanding online access to government, the Georgia Technology Authority (GTA) heard the message loud and clear from focus groups: It is hard to find stuff out there. Most of the state's 120 agencies already had Web sites, but each was different in look and feel. The GTA needed an approach that made it easy for constituents to find any and all available services—they needed to create a portal.

But behind every great portal is an integrated architecture. First, GTA would have to put in place a technical architecture that would allow its customers (the agencies) to plug into the portal. They chose the webMethods ESB Platform to integrate the applications that would attach to the portal, and the data that would flow between the systems.

“In our focus groups, we found that our constituents didn't really draw a line between state, local or federal government services. So, our portal will eventually include all of the above and make available a wide range of commonly-requested citizen services,” says Gina Tiedemann, GeorgiaNet Director for GTA.

Meeting GTA's needs right out of the box

Credit is due to GTA for its innovative plan to choose the right companies as partners in this effort. They first identified 20 different functional areas, from content management to data integration, then selected the top vendors for

each area. One by one, they would test-drive different products in those areas and gradually put the entire puzzle together.

In two of the most critical functional areas, data and application integration, GTA had a list of several companies, including some that were household names in the technology world. A few months into the integration effort, GTA realized the product they had chosen to evaluate would not meet their needs. The flexibility of an innovative contract allowed them to step back and examine other companies like Software AG.

The webMethods ESB Platform met GTA's needs right out of the box. Other packages had a maximum of 500,000 entries in the metadata directory; GTA would need millions right away. Tiedemann adds, “Other companies would have required us to build our own adapters and we didn't want to do that. We needed canned adapters for commercial systems already in use by agencies and we needed a tool kit for building custom adapters.”

Ready and growing

Tiedemann says her team is ecstatic to have a tool that makes integration and maintenance easier. In the past, they relied on what she calls long-hand coding that was time-consuming and tedious. A training plan based on the team skills and needs was also developed for them. Today, the portal is up and running at www.georgia.gov. And more and more systems are coming online for Georgia's citizens, employees and businesses.

Word is out among Georgia's state and local government entities – the portal is open for your business. Agencies can hook into the portal and use any of the functionality and software, including the webMethods ESB Platform.

The portal already has its first federal customer too. New businesses can go to the portal to apply for a Federal Employer Identification Number,

which is processed through the Internal Revenue Service.

The webMethods ESB Platform is available to any Georgia government organization for integration efforts. If a county or an entire agency, wants to buy it to integrate its back office systems, they need only call GTA for help.

As for Gina Tiedemann's team at GTA, she says, “Integration software is a major piece of the backbone of our interoperability architecture. My staff at GTA will be using the webMethods ESB Platform to satisfy our integration needs.”

KEY COMPONENTS

webMethods ESB Platform

The webMethods ESB Platform combines proven application integration capabilities, high-speed messaging, support for B2B, legacy applications and event-driven technologies to create the most complete integration infrastructure available.

ABOUT SOFTWARE AG

Software AG is the world's largest independent provider of Business Infrastructure Software. Our 4,000 global customers achieve measurable business results by modernizing and automating their IT systems and rapidly building new systems and processes to meet growing business demands.

Our industry-leading product portfolio includes best-in-class solutions for managing data, enabling service-oriented architecture, and improving business processes. By combining proven technology with industry expertise and best practices, our customers improve and differentiate their businesses – faster.

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