



## USER-FRIENDLY IT SOLUTION STREAMLINES PROCEDURES

### Challenge

Haderslev Municipality's caseworkers needed a more practical and user-friendly system to accomplish their daily duties, one with an up-to-date user interface that would also eliminate the need for time-consuming "double registrations." And although they had a tight budget, Haderslev Municipality wanted to integrate and web-enable their systems to support a Service-Oriented Architecture at the same time.

### Solution

Haderslev Municipality transformed their mainframe-based system into a Web-enabled and service-oriented application using webMethods ApplinX. Integration of Medialogic applications and municipal data gives their caseworkers fast, one-click access to information from several different systems. The new system has an open architecture and is platform-independent, eliminating the need for any changes to the central system.

### Benefits

- Caseworkers have instant "one-stop" access to case information
- Haderslev's citizens receive better service
- Business processes are faster and more efficient
- Counselors are able to spend more time working directly with citizens



Haderslev

Haderslev Municipality (Haderslev Kommune) is located in southern Denmark on the Jutland peninsula and currently has a population of over 55,000. In 2007, the former municipalities of Gram and Vojens were merged with Haderslev Kommune. Part of Haderslev Kommune's vision is to be a development-oriented, responsible and ambitious growth municipality; as well as the most attractive living environment for citizens, businesses, cultural and institutions in Southern Denmark.

**Get There Faster.™**

**“Our cooperation with Software AG has been a positive experience that enabled a very flexible process. Their consultants thoroughly acquainted themselves with our situation, gave us quick and valuable feedback, and made sure we got the right solution from the beginning.”**

Jens Poulsen | Socio-professional consultant | Haderslev Municipality

## Streamlining information access

Located on the east coast of the Jutland peninsula in south Denmark, Haderslev Municipality (Haderslev Kommune) is home to over 55,000 citizens. To perform their daily responsibilities, caseworkers in the labour market department of Haderslev Municipality had to go through a series of time-consuming exercises for the information they needed to work on a citizen's case.

First, caseworkers had to use a 3270 terminal emulator to access data stored on the main-frame; then they had to logon to several different systems to search for information about each particular citizen or case. Needless to say, this significantly limited the time counselors could spend working directly with citizens. The caseworkers needed a more practical and web-enabled solution for their daily tasks, but the municipality had a very limited budget.

Fortunately, the job centre in Haderslev Municipality was able to easily modernize and web-enable its IT systems using webMethods ApplinX from Software AG. With webMethods ApplinX the municipality integrated the job centre's Medialogic applications with the municipal data (KMD) systems, thus providing caseworkers with immediate access to all the information they needed—on one screen and with just one click.

Because webMethods ApplinX uses Web services to directly integrate the KMD data with the job centre applications, municipality caseworkers no longer have to switch back and forth between applications. Now counselors have fast and easy access to all the information on a given case or citizen in one place.

## Replacing the green screen

Jens Poulsen, socio-professional consultant in the labour market department and manager of its IT development project, comments on how the modernization has streamlined business processes for Haderslev Municipality: “We don't have to teach new employees how to work in the journal system from KMD anymore—the so-called green screens in which the employee had to navigate

by means of four-digit command codes,” he says. “Now they have an easy-to-use browser application, and all they need is their mouse.”

“When the municipality chose a brand new labour market system, records had to be converted,” continues Jens Poulsen. “The conversion was necessary so we wouldn't have to work in more than one application. webMethods ApplinX was an easy choice because it allowed us to lift information from the 3270 screens, convert it into an XML file and subsequently load it into Medialogic. Moreover, webMethods ApplinX has enabled us to present information from several different 3270 screens in one elegant and user-friendly design. And because the solution is web-based, we gain access in an instant.”

## Web-enabling systems

webMethods ApplinX helps users seamlessly open applications, and retrieve and update information across systems. In addition, users can quickly add new functionalities—e.g., ‘buttons’—to get information from other applications with a single click. webMethods ApplinX automatically retrieves the requested information and presents it to the user.

Thus, webMethods ApplinX enables companies to expand and modernize by integrating their systems into an up-to-date Web- and Service-Oriented Architecture (SOA) using an open architecture that is both platform-independent and does not require any changes to the underlying systems.

Because the municipality chose to convert all records to the open XML standard, caseworkers can now find labour market department records not only in the KMD system but also in whichever application they are currently working. In practice, this means that the cases can easily be retrieved whenever necessary—and Jens Poulsen predicts this will facilitate ongoing business changes, such as the merger of the Haderslev, Vojens and Gram municipalities in 2007.

## Automating processes with a vision

The municipality also sees other potential in webMethods ApplinX—e.g., as a tool to manage

the reimbursement of state allowances. Data on citizens and their allowances needs to be registered in the KMD systems so that the municipality is reimbursed by the state for financial aid.

Until now, the municipality has been required to manually check whether all cases are registered correctly with KMD—a very laborious task. With webMethods ApplinX, this task can be accomplished automatically, allowing the department to focus on the cases in which irregularities are found.

By facilitating ongoing business changes and focusing their effort where it is really needed, this helps support Haderslev Kommune's vision to be a development-oriented and responsible municipality—and the most attractive living environment in Southern Denmark.

## KEY COMPONENTS

**webMethods ApplinX** is used to integrate Medialogic applications and municipal data (KMD) into one screen, so Haderslev Municipality's labour market caseworkers have instant and web-enabled access to the information they need.

Take the next step to get there – faster.

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

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