



NORTH DAKOTA “WEBIFIES” SYSTEMS TO DELIVER INFORMATION IN SECONDS

Challenge

The State of North Dakota wanted to Web-enable Natural and Adabas applications without hiring new staff or learning new skills.

Solution

The Legislative Automated Work Station (LAWS) system based on webMethods EntireX enables legislators to efficiently access and update bill information directly from their laptops while the Congress is in session. Additionally, an application for the Child Support Division of the Department of Human Services allows child support recipients to easily access payment information and case history information via the Web at any time.

Benefits

- LAWS system replaces volumes of paper with instant, online access to bill information.
- Information can be searched in seconds.
- System response time is 10 times faster than before and significantly more reliable.
- Department of Human Services application reduces the amount of time spent on the phone with a case worker.
- Authorized users can view payment information, payment history, disbursement history and court order information online whenever it's convenient for them.



The State of North Dakota is a long-time user of Software AG's Natural and Adabas software. Using webMethods EntireX, the IT staff was able to take data directly to Web applications without going through middle systems. This saved development and support time.

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“webMethods EntireX has saved both development time and support time. You can run into problems when you move data through a third-party product. You need servers and gateways to grab information, massage it and present it. With webMethods EntireX, we could go straight to the end-user screen. We had a history of working with Software AG, and we knew it would work.”

Dean Glatt | Division Director, Computer Systems, IT Department | State of North Dakota

IT staff leverages webMethods EntireX to Web-enable mainframe applications and offer new services

As long-time users of Software AG’s Natural and Adabas software, webMethods EntireX was a logical choice for Web-enabling North Dakota’s mainframe applications. According to Dean Glatt, Division Director of Computer Systems for North Dakota’s Information Technology Department, webMethods EntireX allowed staff to take data directly to Web applications without going through middle systems, and since they were already familiar with Natural, there was no need to hire new people or learn new skills.

Laptop speeds bills through complex legislative process

Perhaps nowhere in government is the benefit of automation more evident than with the legislative process. Every other year, North Dakota’s 141 legislators pass or amend hundreds of bills in an 80-day session. Using the Web-based Legislative Automated Work Station (LAWS), legislators can efficiently access and update bill information directly from their laptop computers while the Congress is in session.

Previously, each legislator had a two-foot-long rolling binder of bill books, with reams of additional information at his or her office. Although mainframe access to bills was available, few legislators used the system and it was time-consuming to support.

“LAWS has changed the way that legislators debate bills,” says Glatt. “The manual system was cumbersome and inefficient, and mainframe access was resource-intensive, requiring constant baby-sitting. By comparison, LAWS is very reliable and easy to use, enabling even non-technical legislators to easily proceed with the business at hand.”

Legislators use LAWS during session when bills are up for debate and vote. They can conveniently access their calendars, bill-action history and status, sponsors, titles, hearing schedules and tracking of session comparisons.

Transcripts of constituent phone calls, e-mail and letters help guide the bill debating process, plus legislators have immediate access to roll-call votes from both chambers so they can review how each legislator voted. “Since webMethods EntireX is scalable, the LAWS offers quick response times, even as the entire congressional chamber goes after the same information simultaneously,” says Glatt.

With the Web-enabled LAWS:

- Bills can be debated confidently since all related information is at hand at all times
- Legislative staff no longer wastes time copying thousands of documents
- Information can be searched in seconds, rather than manually thumbing through the rolling binder or accessing a complex mainframe interface
- IT staff can put savings resulting from system into other projects
- System response time is 10 times faster and significantly more reliable

Another Web system used to check child support status

A Web-enabled system for the Department of Human Services’ Child Support Division enables approximately 50,000 child support recipients to view and maintain their case information without assistance from Child Support staff.

The application is accessible by both custodial and non-custodial parents, with each user having access only to his/her own authorized information. Users can view payment information, payment

history, disbursement history and court order information. As appropriate, case information can be updated by the user directly, reducing the amount of time spent on the phone with a case worker, help desk or other Child Support staff. With the majority of usage occurring between 10 p.m. and 4 a.m., this 24 x 7 site accommodates the users’ hectic schedules.

KEY COMPONENTS

Natural and Adabas were chosen as the platform for reliable application development.

webMethods EntireX is used for integration, data access and exchange.

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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