



CONSULTANTS OFFER VALUED, LONG-TERM SUPPORT AS AGENCY'S NEEDS EVOLVE

Challenge

In the world of workers' compensation, data must be accurate down to the penny. Program reliability is an absolute must. In the U.S., state laws governing workers' compensation change regularly. It's highly critical that a state's supporting IT systems are agile to meet new rules and business requirements while also assuring high data integrity.

Solution

The State of Wyoming built its workers' compensation system in 1999 based on an imported system written in Adabas and Natural. Since then, Software AG Global Consulting Services has built a relationship of trust with the state's Department of Workforce Services.

First, the consultants customized the Wyoming Information Next-Generation System (WINGS) for workers' compensation. Over the years, the consultants have become subject matter experts in the state's workers' compensation business, helping to evolve the system with new requirements. Additionally, the consultants have uncovered ways to significantly reduce IT costs.

Benefits

- More than 1,400 application changes managed successfully
- More than \$4 million saved, thanks to a solution proposed by the consultants
- Program modified at short notice to meet law changes, year after year
- New business requirements met by consultants as agency's needs evolve
- Business knowledge of consultants viewed as highly valuable



The Wyoming Department of Workforce Services is a U.S. state agency focused on delivering comprehensive and effective services that build a workforce to meet the changing demands of Wyoming's diverse businesses, citizens and economy. The agency's mission is bridging human and economic development for Wyoming's future. The agency's clients include employers, employees, medical providers, attorneys and the general public.

Get There Faster.™

“Software AG makes the effort to provide the right people to the right project ... the business awareness and knowledge provided is something we couldn’t replace!”

Mike Wingert | IT Administrator, Standards & Compliance | Department of Workforce Services

Making the right start

Trust that is “absolute” is how Mike Wingert describes the relationship between Software AG Global Consulting Services and the Wyoming Department of Workforce Services. That’s been the key to a professional relationship lasting more than a decade, explained Wingert, the department’s IT administrator of standards and compliance.

The two entities began working together in 1998 after Wyoming purchased a workers’ compensation program from Utah. Because Utah’s laws were different, the program had to be customized to Wyoming’s unique requirements. During that engagement, eight Software AG developers and systems engineers configured the complex application to Wyoming’s insurance business model. Since then, the Software AG team has implemented 1,400 different modifications to keep up with changing laws and business requirements.

Changes made faster

Application changes have been made intuitively and timely due to the knowledge the consultants have gained about the state’s insurance business. The consultants have made it their business to learn the business of the state agency.

“A couple of developers became subject matter experts on the claims side,” Wingert explained. For example, they gained an understanding of what claims adjudicators have to deal with daily in their business processes. “That added value when the developers went to change the business process,” he said.

The consultants have modified the program with regulatory changes in a matter of weeks. “Software AG has always been able to support us in meeting our deadlines,” Wingert said. “Because they understood the business, they could propose a solid solution. The business awareness and knowledge provided is something we couldn’t replace!”

Evolving with the business

Over the years, the consultants have performed a myriad of tasks for other agency divisions, including vocational rehabilitation. Tasks have included:

- Migration of all data from mainframe Adabas C files to Adabas D files in Windows environment
- Migration of all business logic from IBM mainframe Natural application to Natural for Windows
- Modifying a packaged application to meet Wyoming’s business and fiscal requirements
- Application implementation
- Post-implementation support and programming changes
- Database administration and analysis/programming support
- Analysis, design, testing and training on application enhancements

“Software AG makes the effort to bring the right people to the right project,” Wingert said.

The consultants have helped the agency prioritize system changes and enhancements to meet short-term and long-term requirements. On average, two to three full-time-equivalent consultants have provided agency support.

Wingert said he is convinced the Software AG professionals could transition their skills to whatever a project required.

Saving millions of dollars

In 2011, the consultants continued work on a monumental project to convert data that dates back to the 1930s. That meant a major data clean-up of missing fields and getting the business to agree to a default values when fields were void. Integrity of the data is paramount.

“It’s absolutely critical to get it right,” Wingert said. He knew he could rely on the Software AG team for this work. Because the consultants understood the business, the project has been going faster than Wingert expected.

During the project, hundreds of thousands records had to be extracted and converted to flat files. This took a total of 15 cycles that could have cost more than \$4.5 million. The Software AG consultants, in conjunction with central IT resources, proposed a way to do this at one-tenth the cost or \$30,000-40,000 a cycle.

“They advised us on how to change the process so we could take advantage of a less expensive offline tape storage process,” he said. It’s just one more way the consultants have proven they care about the success of their client, the Department of Workforce Services.

KEY COMPONENTS

Global Consulting Services has provided on-site and support for the Wyoming Department of Workforce Services for more than a decade. Services have included: application implementation; programming changes; analysis, design and testing; training; and data conversion.

Adabas and Natural provided the foundation for Wyoming’s workers’ compensation program, which was implemented in 1999. Wyoming has used Software AG technology since 1986.

Take the next step to get there – faster.

ABOUT SOFTWARE AG

Software AG is the global leader in Business Process Excellence. Our 40 years of innovation include the invention of the first high-performance transactional database, Adabas; the first business process analysis platform, ARIS; and the first B2B server and SOA-based integration platform, webMethods.

We offer our customers end-to-end Business Process Management (BPM) solutions delivering low Total-Cost-of-Ownership and high ease of use. Our industry-leading brands, ARIS, webMethods, Adabas, Natural, CentraSite, Terracotta and IDS Scheer Consulting, represent a unique portfolio encompassing: process strategy, design, integration and control; SOA-based integration and data management; process-driven SAP implementation; and strategic process consulting and services.

Software AG – Get There Faster

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