



RESPOND FASTER TO CITIZENS WITH A SERVICE-ORIENTED IT ARCHITECTURE

Deliver higher-quality and more efficient services to citizens and businesses - faster. Software AG can help. We can tailor a service-oriented IT solution that makes your agency more responsive – so you deliver optimized services and get citizens the information they need, when and where they need it.





**MEETING YOUR CHALLENGES
MAKE YOUR AGENCY MORE AGILE AND EFFECTIVE**

Rethink the way you deliver services. Nowadays, the performance of government agencies worldwide is measured by results and outcomes – much like the private sector – which is raising the slate to greater levels of accountability and transparency.

Increasing citizen expectations regarding high levels of service, personalization and efficiency force government agencies to offer more choices, channels and customization of public services. The globalization of the world demands for inter-agency and intergovernmental collaboration. And to round things off, limited budgets require IT to leverage existing

infrastructures as much as possible. How can you do all of this, at the highest levels of security, when budgets are tight?

Be ready for these challenges – and more. Go beyond a patchwork of siloed systems and develop a modern IT architecture that is strong, adaptable, responsive and manageable. The answer to your needs is a Service-Oriented Architecture (SOA), designed to make your agency more agile and effective. SOA allows you to integrate systems, data, processes and people, getting the most out of existing resources and providing the necessary tools to fulfill your agency's requirements.





**SERVICE ORIENTED
SEAMLESS, SECURE
AND CITIZEN-CENTERED**

“Government is no longer buying technology for technology’s sake. IT is one of a series of tools that government use to bring about change. All governments need to ensure technology impact in three dimensions – increasing customer service, increasing operational efficiency and building political capital by addressing policy priorities. Increasingly, technology will support transformation designed to cross the boundaries between organizational silos; to join processes, services and systems pertaining to different agencies and tiers of government; and ultimately to approach the vision of a seamless integrated government that provides its constituents with a single view.”

**– Gartner, Inc., Key Issues for Government 2006
28 February 2006, Christopher H. Baum, et al.**

Integrate data, processes, applications and systems. It is absolutely the key to delivering seamless, citizen-centered services.

SOA can help you achieve this simply and effectively through the use of services.* In an SOA, valuable existing applications are transformed into services, which can be “loosely coupled” and then reused as needed by other applications. An IT architecture based on services allows the dynamic exchange of data, the smooth interaction among systems and the ability to adjust quickly and implement processes as needed.

Modernize your IT architecture using a flexible service approach with a solution from Software AG. Our products and methodologies can help you gradually and safely move

from existing IT architectures to an SOA, so you can achieve measurable improvements - faster.

Additionally, Software AG puts you in control of your SOA from the start, with CentraSite™, a leading SOA Registry and Repository co-developed by Software AG and Fujitsu, for top-of-the line governance.

HOW WILL YOU BENEFIT?

- **Better alignment of agency and IT goals**
- **Greater responsiveness – with the ability to launch new services faster**
- **Improved collaboration with other agencies**
- **Delivery of more online self-service for citizens**

* Technically speaking, services are functionalities implemented in small software components that act as a mediator in the interaction among systems and applications by using open standards.

Tailor a solution from one of three SOA frameworks based on your unique requirements, size, function and location. Your solution will make the most of your existing IT assets. And because Software AG supports open standards, you will have the freedom to integrate and use a variety of new and different products within your SOA.

Rest assured our vision and technical expertise will ensure compliance with public mandates and help you realize maximum ROI. Software AG gets you there faster.

Choose from SOA frameworks for:

- e-Government
- Citizen identity management and security
- Interagency collaboration and information sharing

GOVERNMENT SOLUTIONS
BUILD THE RIGHT SOLUTION FOR YOUR UNIQUE CHALLENGES

E-GOVERNMENT

Offer seamless, efficient and citizen-centered services by integrating core systems, processes, services, applications and data. Create new services and optimize existing ones, including citizen portals, electronic voting and data management.

Because your solution will be compatible with existing systems, you can integrate channels, including face-to-face interactions and those via call centers and the Internet.

Count on:

- Increased efficiency and higher satisfaction due to automated processes
- The ability to provide a single counter or "one-stop-shopping" online services
- Reduced red tape and paperwork
- No need for expensive investments – instead, reuse and share existing IT assets

Governance is a key element in every SOA initiative, because it allows for maximum openness and transparency. Processes and their underlying services – including their interdependencies – are stored, tracked and analyzed, making it possible to optimize and maximize the reuse of services. The result: streamlined processes, maximized use of existing IT assets and cost savings.

CITIZEN IDENTITY MANAGEMENT AND SECURITY

Operate at the state of the art, while making citizen identification more secure and cost efficient. Electronic IDs are fast becoming a prime citizen authentication mechanism. In a single card, you can integrate all relevant citizen information, from electronic signature to biometrical data.

With Software AG, you can centralize business logic and data through a Web application. Data access is possible from any ID-issuance office.

Advantages include:

- Greater security in online communications and through the use of PINs
- Increased convenience for citizens, since you can provide secure online access to records
- Improved efficiency by centrally storing electronic citizen data
- Compliance with data protection and electronic security regulations

INTER-AGENCY COOPERATION AND INFORMATION SHARING

Unify “islands of information” across your agency and improve collaboration with other agencies while keeping control of your data.

Software AG’s government solutions facilitate integration and interoperability among applications and platforms. As a result, your agency can cooperate with other agencies openly and safely. Semantic integration is used to bridge disparate and redundant data sources. Information is consolidated and available on demand.

Your benefits:

- Integration of processes and workflows, internally and externally
- The ability to deliver right content in the right format through the right channel to the right audience
- Preserved value of legacy IT assets

AT THE CORE OF YOUR SOLUTION – SOFTWARE AG BUSINESS INFRASTRUCTURE SUITE

“SOA is clearly the direction in which the market is moving and the combination for support of Web Services, re-factoring, rich Internet applications, IT governance and other capabilities that are being delivered by Software AG should be a winning one.”

– Philip Howard and Tel Hudson, Bloor Research, January 2006

Deliver better public services with help from Software AG’s Business Infrastructure Suite, a full set of integrated SOA tools to modernize your agency. Depending on your requirements, your solution may incorporate:

Business Process Management

Our Business Process Manager enables you to align people, processes and data to deliver improved public services. Process performance and service level agreements can be defined and controlled to guarantee the increased quality of service delivery required from public institutions.

Application Composition

Create innovative Web 2.0 composite applications to be integrated in e-Government websites, enabling access to different online public services through a single interface.

Enterprise Service Bus

Software AG’s Enterprise Service Bus (ESB) includes security features, such as encryption, decryption, digital signatures and time stamping. Benefits: increased time, cost and paper-work savings.

Information Integration

Implement single-citizen or business views without any low-level coding. Using semantic integration and business rules, data scattered in different systems is aggregated and displayed on a user-friendly interface.

Legacy Modernization

Reuse and maximize the value of existing IT assets, encapsulating functionality and extending their usability. This is especially valuable when you are faced with IT budget constraints.

SOA Governance

CentraSite™, co-developed by Software AG and Fujitsu, is a powerful, open and standards-based SOA registry and repository that ensures manageability and governance of SOA initiatives for maximum transparency and effectiveness.

KEYS TO SUCCESS

MAKE THE NEXT SUCCESS STORY YOURS

“The Software AG technological platform has allowed us to build, maintain and integrate our systems in accordance with Public Administration dynamics, with the speediness and efficiency required for providing a good service to contributors. On busiest days, load transactions processed have increased by 40% and payment of municipal taxes transactions have increased by 80 %”

**– Antonio Lozada Fela, IT Manager Consultant
Treasury of Puerto Rico**

**New York City Department
of Buildings | USA**

Secure Internet Application

Streamlining access to information reduces customer costs and time to market. The New York DOB is responsible for ensuring the safe and lawful use of more than 950,000 buildings and properties. With technology limitation hampering the ability of its customers to access the Building Information System (BIS), the DOB decided to undertake a Web enablement project using Software AG technology. Now the information residing in the BIS is readily available on the Internet, 24 hours a day, 7 days a week. The result: an estimated \$6 million in savings for customers and streamlined information access that saves customer weeks on building projects, reducing time to market.

Spanish Police Department | Spain

Secure Electronic IDs

Increased security, reduced paperwork and time savings – those are key benefits realized by the Spanish Police. Since 1990, Software AG worked with the Spanish Police to implement a management process for standard IDs. Now, new ID features and functionalities are being developed. The electronic ID is compliant with the highest security standards and includes an electronic chip containing certificates for digital identity, such as electronic signature, picture, fingerprints, universal identity certificate and PIN. All of this enables new e-Government services, like online access to civil registry records and birth certificates, as well as increased security in e-commerce transactions. The new ID is issued on the spot in only one step and citizens don't need to present documents they have already submitted.





RESULTS HOW CAN WE HELP YOU OPERATE MORE EFFICIENTLY?

With Software AG's solutions, governments around the world have:

- Issued electronic IDs and reduced the cost of production compared to standard cards in 80 %
- Set up a single online access point to public information, interactive services and transactions – now a simple Internet connection or phone call provides an accurate, up-to-date and immediate answer
- Reduced paperwork and processing times by shifting from paper-based to Web-based approval processes – freeing public servants for other tasks
- Streamlined data entry so information is available real-time instead of several weeks
- Integrated credit-card payments for automatic debit of public service fees

What measurable results can we help you achieve? Our government solutions can help you offer citizen-centered, results-oriented public services. And every Software AG solution is built solidly on 37+ years supporting thousands of mission-critical systems – including decades of experience with organizations in the public sector.

Get started today on an SOA solution designed solve your agency's needs - faster.

Contact us at: www.softwareag.com
or government@softwareag.com.

Software AG has offices in over 70 countries. To find the office nearest you, please visit www.softwareag.com

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