



## STREAMLINING ACCESS TO INFORMATION REDUCES CUSTOMER COSTS AND TIME TO MARKET

### Challenge

To effectively perform their jobs, DOB's customers require access to the Building Information System (BIS)- a database containing details on licensees, complaints, Department of Buildings and Environmental Control Board violations, property and boiler profiles, and construction application information.

### Solution

With technology limitations hampering the ability of its customers to access the BIS, the DOB decided to undertake a Web enablement project using Software AG technology.

### Benefits

- In less than 6 months, the existing mainframe application was securely accessible via the Internet, 24 hours a day, 7 days a week
- Estimated annual savings of \$6 million for customers
- Rapid acceptance of the new application with 390,000 hits per day on the new Web site
- Customers experience faster time to market due to drastic reduction in delays in the building permit process



The New York City Department of Buildings (DOB) is responsible for ensuring the safe and lawful use of over 950,000 buildings and properties. Its customers include architects, engineers, building owners, developers, and members of the construction industry.

Get there faster.™

## The New York City Department of Buildings **saved its customers \$6 million** by providing instant access to building permit and license information online.

### Simplifying Information Access

In the summer of 2001, the New York City Department of Buildings was faced with a technological challenge — how to improve and expedite access to information on more than 950,000 buildings without ripping and replacing its reliable, high-performing mainframe application.

The existing Building Information System (BIS), built on Software AG's Adabas data management system and Natural programming language, had been performing well for a number of years. Additionally, a substantial investment in new hardware and software would have been required for a new database management system.

At the time, the BIS could only be accessed by visiting one of five borough offices and logging into a green screen application on a mainframe terminal — requiring building owners, developers, architects, engineers, and members of the construction industry to spend countless hours in a queue before they could carry on with their work.

Many of these professionals instead hired “expeditors,” people who would wait in line on their behalf. Citizens and businesses needing information on properties and licensed tradesmen were also forced to dedicate precious time getting access to the BIS. Add to that the burden on DOB clerical staff, and the situation was even more costly.

### Leveraging Mainframe Resources

Fortunately, the DOB found the perfect solution—Software AG's webMethods EntireX. EntireX allowed the DOB to web-enable data residing in

the Building Information System easily and cost-effectively. It also leverages their existing Natural programs — it wraps the Natural code, which then queries the BIS for the information desired by customers. As a result, new code did not have to be generated, saving precious time.

Another reason the project was completed so quickly—in fact, less than 6 months—is the fact that the DOB did not have to employ additional staff. Personnel from the Department of Information, Technology and Telecommunications were able to address specific requirements, with a Java expert building a Web interface and an integration specialist handling implementation of EntireX.

Now, customers can find exactly what they need. In fact, the new capabilities open up the system beyond developers and others in the building industry, allowing ordinary citizens to access it for everything from viewing neighbors' complaints to finding out about homes on the market that meet their buying criteria.

### Reducing Wait Time

With the Web interface on the BIS, the DOB has seen a significant reduction in the number of calls fielded by the regional offices. As a result, staff can focus on providing faster and more efficient service.

Additionally, the lines to access the system in the regional offices have been drastically reduced. For those who do arrive at regional offices, they find a much improved process for accessing data. In lieu of the cumbersome green-screen environment, citizens navigate a user-friendly Web page instead. The result is a streamlined process, with access to critical data being faster than ever.

### KEY COMPONENTS

#### Natural and Adabas

The Building Information System was written in Natural and uses an Adabas database to house the millions of pieces of building information.

#### webMethods EntireX

EntireX was used to extend the mainframe application to the Web by packaging the existing data and sending it to the new Web application using XML.

#### Professional Services

Software AG's Professional Services helped DOB's primary contractor, Accenture, re-engineer the BIS for extension to the Web by designing generic reusable objects.

### 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.

Software AG – Get There Faster

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