



SOLUTIONS AT A GLANCE

Company

Southwestern City

Industry

Local Government

Challenge

To migrate from a systems environment rife with duplication, manual processes and disparate applications and develop a synchronized, automated system with extensive capacity without adding personnel.

Solution

Utilize Insight project management expertise to collaborate with internal counterparts and develop comprehensive project plan; implement Microsoft solution suite for technology uplift across primary applications.

Results

Measurable decreases in errors, manual changes and processing costs; increased data accuracy and coordination of business processes; full automation across primary applications and positive value perception of information technology across the organization.

STREAMLINING A CITY FOR THE DIGITAL AGE

An Insight Case Study

ABOUT THE CLIENT

Founded in 1912, this growing metropolitan area is home to approximately 240,000 residents. With origins in agriculture, it has since diversified and attracts innovative companies and skilled professionals in high-tech fields. The municipality is dedicated to delivering outstanding public services. From fire and police to libraries and recreation, sanitation and water services to planning and zoning, its responsibilities are extensive.

To effectively meet the needs of all constituents living in and/or doing business with it, the municipality's internal information systems must manage high transaction volume and seamlessly interface across departments. Ideally, data needs to be entered once and then automatically propagated across all relevant systems.

IDENTIFYING THE CHALLENGE

After assessing the technology infrastructure, internal personnel recognized inefficiencies that were significantly affecting operations. These included numerous packaged and custom applications running on different platforms and databases, increasing numbers of custom point-to-point interfaces, manual processes and task duplication, and no overall system standards. The result was both inefficient and costly.

These issues had to be addressed without adding human resources; the challenge was to develop a truly automated solution capable of streamlining, regulating and communicating information across various applications. The chief information officer (CIO) issued a Request for Proposal (RFP) to source a solution provider capable of resolving existing issues and with the expertise to build a foundation to manage future growth.

IMPLEMENTING THE SOLUTION

Insight responded with a two-fold approach: first, the inclusion of Insight project management services was vital to developing the solution, and a close second was to specify leading technologies that could achieve system objectives and provide lasting value.

The Insight project management team collaborated with in-house IT staff to ensure the project schedule was maintained and that milestones were met. Aligning with internal colleagues, the team developed a detailed and comprehensive project plan that addressed both current concerns and future expansion needs. Once the plan was validated and architected, technology solutions were deployed. Specifically, Insight implemented a Microsoft solution—including BizTalk 2010, SQL 2008, Visual Studio, and Team Foundation Service (TFS)—as part of the Service Oriented Architecture (SOA).



In turn, the SOA leveraged the Enterprise Service Bus (ESB) across critical applications, including primary tax, financial and GIS systems. Interfaces included Oracle-GBA, Accela-LIS/GIS, Tax Mantra-Oracle GL, and Accela-Oracle GL.

The result: implementation of automated, repeatable processes for business analysis, testing and production deployment. As Scott Johnson, Insight solutions sales expert says, “It was essential to fully understand the project life cycle and all document-and-design aspects; we integrated our project management methodology and technology expertise with that of the client’s, which led to a successful outcome.”

MEASURING SOLUTION OUTCOMES

Since the engagement concluded, the results of automating changes across applications can best be gauged by evaluating reductions and increases. First, in terms of reductions, there are now far fewer errors, manual changes, processing costs, custom and ad hoc point developments, and lower reconciliation times. The newly-scalable ESB has also allowed the municipality to increase overall process automation, data accuracy, and improved process coordination between departments and functional areas.

Efficiencies stemming from the fully-automated solution have been realized; for upfront and future maintenance and upgrade needs, the solution’s value is equally evident. The benefits of a strong project management partnership are evident as well; during the implementation, the municipality began a major upgrade to another critical application. Managed closely by the project manager, the migration continued to completion and remained on time, on budget, and in scope. Further, the Insight team’s close work with internal IT staff ensured that developer skill and training were aligned with technical requirements.

This migration to a new automated solution represents far more than an equipment upgrade—it demonstrates the power of partnering with Insight to ensure that both technology and its administration are seamlessly integrated for optimal productivity and long-term performance.

INSIGHT – A WORLD OF TECHNOLOGY RESOURCES

- Global provider of information technology (IT) hardware, software and service solutions to business and public sector organizations
- \$5.3 billion in revenue in 2011
- 5,300 teammates worldwide
- Operations in 23 countries, serving clients in 191 countries worldwide
- 2,300+ product and industry certifications
- Global software reseller with extensive License Management Services
- Software lifecycle support for 80 percent of global Fortune 500
- Number 460 on the 2012 Fortune 500

