

U.S. State Department of Motor Vehicles Accelerates Traffic Violation Ticket Processing with LegaSuite GUI®



In the business sector, competition drives the rapid pace of technology advancement. But for government organizations, which are typically confined to extremely tight budgets, there is less incentive to keep up with the latest innovations. As a result, many government agencies are relying on the same legacy technology and procedures that were established 10 to 20 years ago. Many of these legacy applications require maintenance that strains tight budgets, and the text-based screens they present are difficult for employees to learn and use, especially when compared to more modern Web and Windows interfaces that most people are accustomed to using.

Challenge

For one state's Department of Motor Vehicles (DMV), the need to modernize its mainframe-based traffic violation application was imminent. The department is responsible for processing approximately 1.7 million traffic violation tickets issued each year. Employees of the department were manually entering ticket information into a database - a time-consuming and error-prone process. Plus, due to the inflexibility of the application, all of the data was not being captured. As a result, a copy of each paper ticket had to be stored for future retrieval. "During processing, we have a lot of paper that is collected, handled, batched, stamped, bundled and filed. If a copy of a ticket needed to be reviewed or was needed in court, we had to go find the piece of paper. We wanted to eliminate all of that paper-based manual processing," said the project director for the state's Department of Motor Vehicles.

The department needed a solution that would allow it to store an image of each ticket in its system to avoid the hassle and expense of managing the paper. But with a legacy application that presents text-based green screens, incorporating imaging capabilities without completely replacing the system seemed virtually impossible. And for the department, replacement would be too expensive and time-consuming.

Solution

To solve the problem, the department deployed Seagull Software's LegaSuite GUI technology to enhance its mainframe application with a graphical interface and imaging capabilities. LegaSuite GUI is the presentation integration module of Seagull Software's LegaSuite®, a comprehensive platform of software solutions for integrating legacy systems with the Web and new-generation architectures. LegaSuite GUI provides industry-leading developer tools and infrastructure for Web-to-host and Windows-to-host access to mainframe applications. The solution offers dynamic development and deployment technology that empowers organizations to non-invasively deploy their mainframe applications to Windows, Java and HTML environments in a single work effort.

With LegaSuite GUI, the department replaced its text-based screens with a dynamic GUI to simplify navigation through the application. LegaSuite GUI's flexibility allowed the department to offer users both mouse- and keyboard-driven capabilities. "Many of our professional data entry operators are accustomed to using the keyboard, but they also now have the option of using a mouse to click through the application so they can use which ever method they are more comfortable with," commented the project director.



"Overall, people are happy to move to a more modern interface. It allows them to do things that they weren't able to do before. I've had a good relationship with Seagull Software, and I have been very impressed with the training that they did for our people. The solution fully met our expectations."

— Project Director
U.S. State Department of
Motor Vehicles



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Results

Since deploying LegaSuite GUI, the department has been able to significantly reduce its dependence on paper. Now, when traffic tickets are received, they are scanned and turned into images that are stored in the system. Employees then key in the information from an image of the ticket, so they are no longer burdened with the task of maintaining the paper and searching through the file cabinets when a ticket is requested. To retrieve a ticket from the system, users simply type in the motorist's name or the ticket number, and the image is displayed on the screen.

This has been especially beneficial for remote courts where hearings are held. Previously if a ticket was needed in court, a hard copy had to be tracked down and then faxed to the appropriate location. With LegaSuite GUI, users simply log onto the system and pull up an image of the ticket. "The graphical interface we have now is more intuitive than the green screens, and using images of the tickets is faster than relying on paper. I would say it's 10 to 15 percent faster. And I think that will improve, because right now we have some new users," said the project director.

LegaSuite GUI's flexibility also allowed the department to alter the application's workflows in an effort to improve productivity. "We are changing the workflow as we go along. We're discovering that some of the screens are no longer necessary mostly because we've incorporated the imaging technology into the system," the project director said.

The department chose Seagull Software based on the company's reputation, LegaSuite GUI's proven capabilities and its interaction with Seagull Software personnel. "An in-house IT person was familiar with a Gartner report that had rated LegaSuite GUI and Seagull highly. We were looking for a viable company that had a good reputation and a good product. We invited somebody from Seagull to show us the product. We were sold on it," commented the project director.

Since deploying LegaSuite GUI, the department has experienced reduced costs and faster ticket processing times. "Overall, people are happy to move to a more modern interface. It allows them to do things that they weren't able to do before. I've had a good relationship with Seagull Software, and I have been very impressed with the training that they did for our people. The solution fully met our expectations," said the project director.



Rocket Seagull

3340 Peachtree Road, N.E.

Suite 800

Atlanta, GA 30326

UNITED STATES

Tel: +1 404 760 1560

Fax: +1 404 760 0061

E-mail: info@seagullsoftware.com

Web: rocketsoftware.com/seagull

