

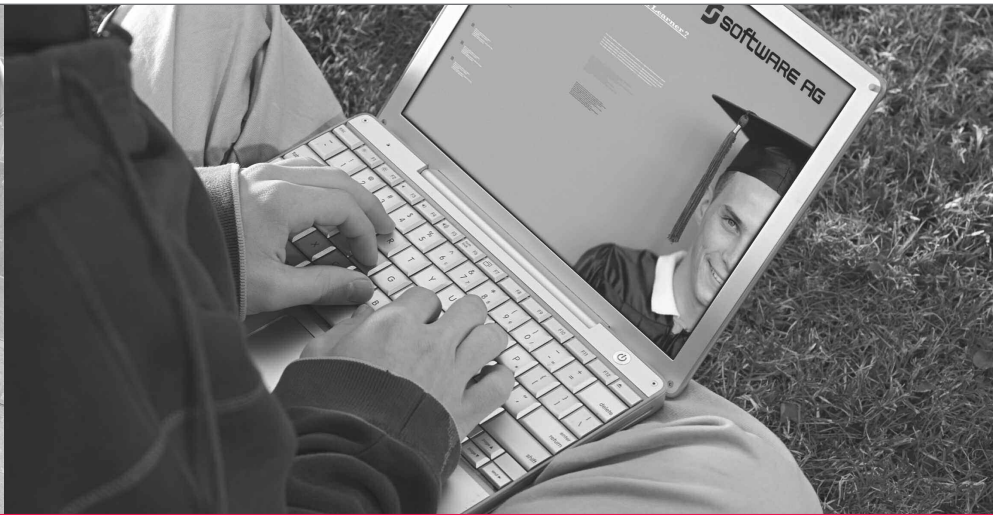
Forms automation now takes days, instead of weeks. More satisfied users, more efficient operations and improved accountability result from a streamlined BPM solution.

### Success Story

## New online processes are fast, efficient and easy to track

Florida Community College at Jacksonville (FCCJ) is one of the United States' largest colleges – serving some 64,000 students locally and another 24,000 globally online. The college regards IT as a value-creation engine, and recently put Web services and process management concepts to work, eliminating many manual processes and paper-based forms. Explains CIO Dr. Rob Rennie: "The systems with which your customers and employees interface become your brand."

By using Software AG's *crossvision*<sup>™</sup> SOA suite to automate processes, FCCJ is able to: extend the value of its legacy applications, rather than rewrite, convert or modify them; leverage its investment in SOA; and improve the end-user overall experience. The new processes help the college enhance its technology-leadership brand.



**“Software AG has seen the light. You always must have a partner you can trust. No one else comes close to Software AG’s product suite, or to its vision and strategy. This is the only company I can say has never disappointed me.”**

*Dr. Rob Rennie, VP, Technology and CIO  
Florida Community College at Jacksonville*



*crossvision’s plug-and-play capability is key.  
“We selected this toolset for its flexibility,”  
Dr. Rennie said.*

### **Boosting technology leadership**

“Our brand is technology leadership,” explains Dr. Rennie, vice president, technology and CIO at FCCJ. “We do everything in a highly efficient way. We run, for instance, more than 1,200 Web services as part of our SOA infrastructure. But our older administrative systems, which harbor a phenomenal amount of important development and business intelligence, also produce a huge amount of inefficient paper flow.”

The college is burdened with no fewer than 1,500 administrative ‘integrated data forms’ that initiate requests or applications. They are neither integrated nor digital – each form’s processing cycle can involve many different people and can require interaction with many different systems. Thus, processing is slow and error-prone, and forms are difficult to track.

### **Needed: a higher-order solution**

Custom development to automate the forms, Dr. Rennie determined, would take an untenable four to six weeks. What FCCJ needed, Dr. Rennie concluded, was “a higher-order workflow and business process management solution.”

The answer is Software AG’s *crossvision* suite. “We’re very committed to SOA and Web services,” Dr. Rennie says, “and we’re very committed to having extremely good, rock-solid technology.” Software AG, he believes, is ahead of many vendors.

Explains Dr. Rennie: “There are very few products that allow you to integrate your legacy applications, take advantage of the newest technologies, rely heavily upon standards and enable you to run a central repository for all of your services infrastructure.” This put Software AG ahead of most vendors.



**Ramping up with crossvision**

Software AG began with a technology assessment and then recommended an Enterprise Service Bus (ESB), a Business Process Management (BPM) tool, a Web services security layer and an SOA framework to create a solid integration platform.

**Process automation gets faster**

During ramp-up, FCCJ tested the *crossvision* suite in its environment working with a Software AG expert to automate these processes:

- *Create Work Schedule*, which identifies personnel working hours and is complex due to varying seasonal schedules
- *Request Leave of Absence* for personal, medical or other reasons
- *Request Line of Duty Leave* to request permission to attend work-related duties away from the regular job and define and approve related expenses

The first process was automated in six weeks, the second in two weeks, and future processes should take only three to four days to automate.

**A build-up of benefits**

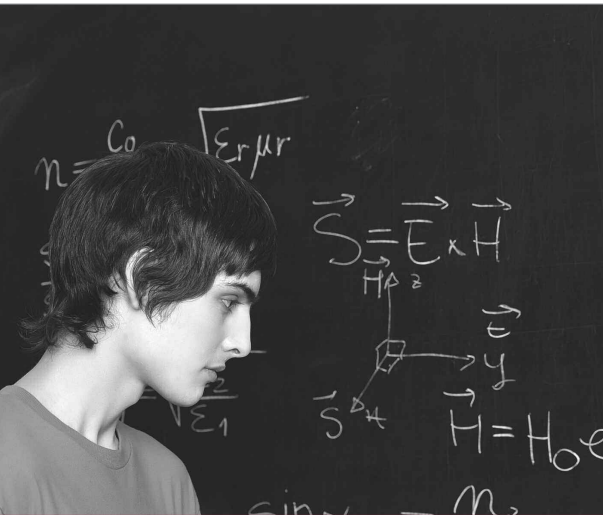
These newly automated processes were formally implemented in production in August 2006. Even before that, the benefits were becoming apparent:

- New processes enhance the college’s technology-leadership brand and improve end-user experience
- Automated forms streamline processes and eliminate paper
- Human resources and budgeting data can be managed in real-time
- The college is using a process-integration strategy, rather than siloed transactional processing, and the SOA framework can be leveraged throughout the IT infrastructure
- Future process automation should take three to four days, thanks to the reusability of components – an enormous improvement over weeks for custom coding

“We’ve already seen impressive reductions in IT workload and hours,” Dr. Rennie said. “We’ve taken about 1,400 hours off our backlog.”

**KEY COMPONENTS:**

- > *crossvision Application Composer™* is used to create and deploy all user interfaces
- > The business process models are created and deployed with *crossvision Business Process Manager™* and exposed as Web services
- > All service sequences – also exposed as Web services – are created and deployed with *crossvision Service Orchestrator™*
- > *crossvision Legacy Integrator™* provides the solution to create Web services to integrate to FCCJ’s external systems
- > All Web services are managed with *CentraSite™* Web services and SOA asset management platform



**At a Glance** **Leading educational brand enhanced with SOA-based process improvements**

**Company** Florida Community College at Jacksonville

**Industry** Education

**The Challenge** Modernize more than 1,500 processes while preserving the value of legacy applications and leveraging investments in SOA and Web services

**Implementation Partner** Software AG, USA

**Solution** Automation of paper-based forms with the ability to reuse components and derive business intelligence from Web services metadata

**Highlights**

- Increased processing speed, efficiency
- Enhanced user experience
- Improved tracking and auditability

**Benefits**

- Streamlined operations
- Reduced development time
- Improved responsiveness
- Sustained value of existing IT

**Results**

- SOA-based ESB provides full integration
- CentraSite accelerates value and use of metadata
- Quick development of new services and applications

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