



An agency buried under information from four disparate databases becomes a streamlined enterprise with synchronized processes that reduce costs and boost data accuracy.

## Success Story

### Web front-end for legacy databases boosts efficiency, cuts costs

The Commonwealth of Massachusetts Division of Professional Licensure (DPL) keeps its 100 employees very busy. This small crew oversees 29 regulatory boards that establish standards of competence and conduct for nearly 400,000 licensees in more than 40 professions, from architects to veterinarians.

“One of our chief missions is to protect the public,” says Anne Collins, the Department’s former director and currently registrar at the Commonwealth’s Registry of Motor Vehicles. “But we had serious inefficiencies that hindered our ability to manage the picture of our licensees.”

Software AG’s crossvision™ has changed all that. “Now,” Collins notes, “we have a new Web front-end integrating multiple backend mainframe files so we get one accurate picture of the licensees we monitor in our databases.”



“The Software AG team was very quick to understand the nature of our problem. They were very flexible and easy to work with – and they were able to make the presentations I needed made to the central IT agency in state government.”

*Anne Collins, former director,  
Commonwealth of Massachusetts  
Division of Professional Licensure*

### **Disparate systems, one big headache**

For a long time, DPL had difficulty managing large volumes of applications and licenses as well as tracking information about complaints and inspections. That’s because information about applications, licenses, inspections and complaints reside in four different computer systems that worked well when they were first implemented but have since become inadequate.

### **A data entry nightmare**

“Our licensing function and our enforcement function each have separate systems that don’t talk to one another,” Collins reports. “This caused more than a nuisance. It was costing time, money and increased paperwork. We had to double-enter information in two different systems anytime we wanted to make

a change. The potential for confusion and error posed risks for consumers and caused inconvenience for licensees.”

What’s more, only people in the data processing unit were authorized to make changes to the databases, something that, as Collins notes, created “a huge roadblock for our agency for a very long time.”

### **Rejecting rip and replace**

DPL’s database problems seemed daunting enough that Collins thought the best solution would be to rip and replace. “But when the pricetag came in,” she says, “there was no support: no, we were not getting the money for a whole new database.” DPL faced another hurdle, too: a very short turnaround time. “One of the challenges of state government,” explains Collins, “is that your funding is often short-lived. Ours expired at the end of the fiscal year.”



**More than a short-term fix**

DPL’s solution was presented as more than a short-term fix. “Software AG made it clear how our problems were not only something they could solve, but also how our solution would have additional application throughout state government,” recalls Collins. “That got the attention of central IT folks and they gave us the green light to go forward.”

**Single view and self-service too**

After analyzing DPL’s environment using its CustomerFirst Discovery process, Software AG recommended using crossvision Legacy Integrator™ and crossvision Service Orchestrator™ to optimize this environment to support both a single view into all four major applications and a self-service capability.

**The benefits are rolling in**

When it comes to benefits, Collins points first to new efficiencies derived from more accurate data.

“Now when an investigator out in the field learns something new about a licensee,” she says, “they can edit the database themselves. Good, correct data in the databases is like the Holy Grail for administrators.”

DPL is preparing to launch more online self-service applications and more functionality is on the way. “We already have plans for applications involving some of our other partners within state government,” notes Collins.

She has only good things to say about the Software AG team: “They stayed with us, working patiently and helpfully with us to get our people trained and get these new ideas implemented statewide.”

**KEY COMPONENTS:**

- > CustomerFirst Discovery – Software AG recommends improvements for a single view of the department’s four major applications and a self-service environment
- > crossvision Legacy Integrator™ generates a set of Web services that enables bi-directional access into the legacy applications
- > crossvision Service Orchestrator™ aggregates and processes content from the Web services and delivers it to a Web page developed with JavaScript
- > Third-party XML firewall device analyzes and manages traffic from the self-service application



**At a Glance** State agency with incompatible legacy databases streamlines operations, implements Web front-end

**Company** Massachusetts Department of Professional Licensure

**Industry** Government

**The Challenge** More efficiently manage many applications and licenses using legacy systems and current staffing levels

**Implementation Partner** Software AG North America

**Solution** Optimize existing legacy environment to support a single view into four major applications and support a self-service environment

**Highlights**

- Public gets accurate real-time licensing information
- Data entered once – automatically updates all systems
- What began as a short-term fix is being expanded to other applications and departments

**Benefit**

- Faster access to key data via improved search capability
- Higher data quality
- Lower printing costs

**Result**

- Faster license turnaround
- Fewer phone calls handled by staff
- First Massachusetts government online self-service application

**Software AG, Inc.**  
**North America Headquarters**

11700 Plaza America Drive  
Suite 700  
Reston, Virginia, USA 20190  
Tel: 877-724-4965

[www.softwareagusa.com](http://www.softwareagusa.com)

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