Public Sector Organization

Client Brief: DMV (Department of Motor Vehicles)

Business

Business Problem Statement

To design and implement modern DMV system to provide better customer service experiences. The system should be flexible and configurable, easy to monitor and manage in real-time, provides enhanced security, disaster recovery, fail-over capability. SM should allow for a reduced multi-channel and multi-device application deployment

Business Outcomes Delivered

A solution that creates a seamless and cohesive set of enterprise services. The major DMV services include business processes such as, but not limited to: DL/ID issuance, vehicle registration, vehicle titling, motor carrier administration, finance, occupational business licensing, motor fuel tax processing, emissions control, document control, customer relationship, secure stewardship and compliance enforcement.
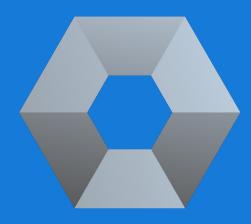
Technology

Technology Challenge

Legacy application on mainframe and power builder. The user interfaces were outdated. The performance of application was not upto the mark and many processes were batch

Solution(s) provided

We were the System Integrators and complete solution providers. The new system was implemented on Oracle Engineered system, Oracle Web center, Oracle IDM, Siebel ePortal, Oracle 11G & RAC