

State Department of Labor

Centralization and standardization deliver faster turnaround times



Business overview

The State Department of Labor is a public-sector agency that provides employment- and unemployment-related services to state residents. The agency administers the state's unemployment insurance system, labor exchange system, and welfare-to-work programs, in addition to overseeing state worker protection programs.

Challenges

Three general situations prompted the generation of a document at the State Department of Labor:

- Clients telephoned or wrote letters requesting information or changes to a claim
- System data prompted representatives to create a document (delinquent payments, final payment notice, and others)
- Notification of policy change/legal notice was received

Before considering EMC® Document Sciences® xPression® software suite, the agency was using two different letter composition systems for its document processing needs: Microsoft Word templates for open systems (Letter Generator client application using Visual Basic), and Letter Generation Application System (a combination of a CICS region and IBM's Office Vision/Display Write 370) on the mainframe.

Both of these systems were used to create letters printed on mainframe printers and archived in Image Plus. Output from the Letter Generator client application was sent via FTP to the LAN and converted to files to be stored in Image Plus. This activity was a labor- and time-intensive process. Moreover, Image Plus was no longer supported, and there was a concern that it might not work in the next release of the mainframe's operating system.

The State Department of Labor was facing challenges resulting from its existing legacy technology. Field office personnel found the agency's COBOL, green-screen, mainframe-based letter-generation system difficult to use. Document changes required COBOL coding by expensive IT resources. Weeks would lapse before the documents were updated and available for use. As a result, the agency sought a web-based system with an industry-standard interface that integrated with its content manager and was extendible to its 81 branch offices.

EMC solution

EMC Document Sciences xPression was selected for installation in the agency's Unemployment Insurance (UI) Division. It will be used by the UI Division to generate correspondence (for example, letters to users of unemployment services) using print, PDF, and e-mail delivery methods. xPression is being installed on an IBM AIX platform with a WebSphere application server and an Oracle database. It is being integrated with IBM's Content Manager, for archive and workflow, and a front-end HR administration system from Curam.

The agency selected xPression because it met its dynamic content publishing needs, delivering an industry standard, web-based technology with more of an open architecture. In addition, the sense from the department was that EMC Document Sciences listened and developed trust and respect with the agency's staff, and product demonstrations were tightly focused on the agency's pains.

After an extensive evaluation process, the agency believed xPression delivered the best correspondence application. Development of a contract vehicle (via an ASAP software contract) enabled the state to purchase xPression instead of a competitive product.

Summary

The two major improvements expected from the State Department of Labor's use of xPression are:

- Faster turnaround time for the creation and generation of documents.
- Greater degree of both centralization and functionality available for field case managers.

About EMC

EMC Corporation (NYSE: EMC) is the world's leading developer and provider of information infrastructure technology and solutions that enable organizations of all sizes to transform the way they compete and create value from their information. Information about EMC's products and services can be found at www.EMC.com.



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