CASE STUDY

Northern Territory Government

Streamlines fleet management, boosts staff productivity and data quality

Industry
Public Sector

Challenge
Streamline fleet management processes to a single-point data entry instead of multiple green-screen applications

Results
- Reduced onboarding time for new employees
- Improved staff productivity by reducing data input times
- Combined data from disparate systems into a single interface
- Improved back-end development processes

Products
- Rocket® LegaSuite® Web
- Rocket® API

Company

The Northern Territory (NT) Government is the administrative authority of Australia's Northern Territory, serving more than 212,000 citizens across 1.3 million kilometers (over 807 thousand miles). The Government maintains full legislative power over the region and is responsible for everything from law and order to education, community support, and health services.

Challenge

The NT Government is constantly seeking to improve productivity and service delivery. The NT Fleet division is responsible for acquiring, registering, and managing over 3700 vehicles. However, staff productivity was constrained by the host-based systems used to enter and manipulate data. Staff were forced to duplicate data across multiple mainframe applications, which increased processing time and created data integrity issues.

"Our legacy mainframe systems are over 20 years old and lack the graphical user interfaces users have come to expect," explained NT Government's Manager of Application Services. "We were keen to replace the green screens with a fresh interface, delivered via web browser."

Solution

NT Government's NT Fleet and Department of Corporate and Information Services (DCIS) teams scoped out a list of requirements and designed a solution. They chose Rocket® LegaSuite Web to create a new user interface, and Rocket® API to assist with back-end data linkage management. The project was completed in 18 months.

Results

Using the Rocket® Software solutions, the DCIS application development team created a new browser-based user interface for the existing IBM® 3270 mainframe applications, giving staff the ability to enter and manipulate data using familiar web screens.

"Instead of replacing the mainframe screens with equivalent web screens, we opted to use APIs to abstract the GUI from the underlying applications," said the Manager of Application Services. "This enables us to display input from multiple back-end systems on a single web page. The technology and business processes in use are hidden from the user which reduces complexity. This approach also streamlines future changes as business processes can evolve without the risks of having to start again or delay rolling out new features."

The new approach removes the need for users to input the same data multiple times, reducing workloads and ensuring data accuracy is

maintained across multiple back-end systems. The team estimates that the new interface saves each user around 20 hours of work per month. Staff can focus on higher-value activities rather than laborious data entry and management, and training time for new employees has also decreased significantly.

The Rocket solutions have also helped DCIS application developers streamline business logic creation and made it easier to connect multiple business systems. Rocket API-based web services also make it easy for other systems to reuse existing mainframe logic, regardless of the platform or technology. Services can be run in parallel to decrease overall response time. "The solution allows us to make changes to the mainframe applications without requiring changes to the GUI," said the Manager of Application Services. "It has created a more flexible and responsive development environment which meets the requirements of our departmental clients. LegaSuite uses the same IDE (Eclipse) as our mainframe development product (EGL). We are confident that DCIS now has the tools and knowledge to confidently tackle similar projects in the future."

> *"Rocket has helped us reach our goal of providing users with a simple, web-based interface to our back-end mainframe applications. Both user satisfaction and productivity have been significantly improved."*
>
> *Manger of Application Services*
> *NT Govermnent*
> *Australia*

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