

Prolifics Modernization Helps a State Save Money



It's obvious, but legacy systems will only get older. Maintenance keeps going up and support keeps going down. Needed functions aren't connected – or don't exist – and it takes longer than it should to react to market changes, or to get anything done. Application modernization and integration projects reengineer those old systems for speed, efficiency, savings and a better customer experience.

CHALLENGE

The Critical Records Office (CRO) is a part of our client's state department of health. The CRO provides critical documentation services to the citizens of the state, including recording and issuing certificates for births, deaths, marriages and divorces.

The application the CRO used to register vital records had limited integration with the systems that stored the records. Once records were entered, CRO personnel could only do basic search and retrieve functions. They needed much greater flexibility to edit and annotate records, especially when it came to printing documents.

The lack of the print flexibility was costing substantial taxpayer dollars. Under the state's requirements, certificates are printed on sealed security paper and must include officials' printed signatures. The CRO did not have the print ability to change the signatures when officials changed, as in after elections. This meant the CRO had to purchase new security paper with the pre-printed signature, and destroy any old paper, all while adhering to strict guidelines for security paper tracking and auditing.

ACTION

The Prolifics solution provided the modern architecture necessary for the systems to interact more efficiently:

- Data-centric services offering
- Printing services adding the needed features, with print actions added to a database for auditing and tracking
- Enhanced search capabilities to locate documents
- New capabilities to interact with external systems for further functionality, like outside scheduling

ABOUT THE STATE'S CRITICAL RECORDS OFFICE

The state's Critical Records Office keeps birth records for 100 years and death, marriage, and divorce records for 50 years. Records then go to the State Library and Archives.

Prolifics Modernization Helps State Save Money

RESULT

The CRO reported the following benefits:

- “We are able to now buy security paper in bulk with a lower per page negotiated rate resulting in cost saving that will continue for years into the future.”
- “We no longer have to worry about offices running out of security paper which would severely impact our customer service.”
- “The cost and complexity of ordering, shipping, and inventorying security paper have been drastically reduced by alleviating the need to: 1) track security paper returns, 2) ensure all copies of an outdated version of security paper are returned, 3) pay return shipping costs, 4) pay storage costs on outdated security paper, and 5) pay destruction fees on outdated security paper.”
- “Auditing security paper has become an easier process now that we are using a consistent version of paper and our paper control numbers (barcodes) remain sequential. Prior to this project, ordering a different version of security paper required us to reconcile old control number sequences with the new number sequences.”

Based on these results and the relationship developed, the CRO subsequently engaged Prolifics in April 2020 to migrate an entire legacy system to a modern platform. A new disaster recovery (DR) strategy will mitigate the risks for this on-premise system. The project also includes an updated front-end, so the CRO can continuously update and improve the user experience for its citizens.

TECHNOLOGY

The CRO uses its browser-based records system management for registering vital records. This system's integration with IBM FileNet — the state's system of record for scanned documents - is leveraged through IBM Content Navigator (ICN), which serves as IBM FileNet's unified user interface.

The Prolifics solution provides the modern architecture necessary for data systems to interact with IBM FileNet through IBM Content Navigator and legacy document repositories. A plugin enables business users to edit, annotate and audit data within its systems of record.

Prolifics has deployed this solution as part of a larger multi-tenant IBM Digital Business Automation platform as a service (PaaS) offering. Prolifics implemented the PaaS at the state's central IT services agency.

Learn more about Prolifics automation modernization. Email solutions@prolifics.com.