Communicate efficiently – employ successfully

Introducing the Serie M/ at the Public Employment Service Austria (AMS)

The status quo

In large organizations, business documents are typically generated using different processes on different platforms. Clerks create documents online at their desktop or client, while standard letters are usually produced in dark or batch processing on central servers without human interaction. Due to these technical and organizational differences, heterogeneous system landscapes often emerge for document generation and output. The status quo at the AMS looks very much like that: The employees work at their workstations with MS Word, the text typesetting system 'TeX' is used on the server, and the Apache Framework 'FOP Formatting Objects Processor' is responsible for creating business documents within Java applications.

In other words: the AMS is using three solutions for different system architectures, which require triple maintenance of document templates, scripts, macros, etc.! The enormous maintenance effort this outdated setup requires is one of the main reasons for choosing a new, unified system for document creation. In addition to that, the existing system is unable to meet the European accessibility requirements that are mandatory for public-sector companies. IBM Austria, the IT service provider of the AMS, is responsible for project management, from planning and evaluation to the—currently still pending—implementation.

Goals

The first goal is to replace the existing systems with a single, centralized platform for desktop, server and web applications. Furthermore, strategic planning requires the future solution to include

- a central, 'single-point-of-contact' service for all print and document creation requirements of the existing applications;
- a shortened implementation period for the modification of existing and the design of new business papers;
- improvement of the corporate design of company documents;
- fulfillment of the legal requirement for accessibility as of 2016;
- increased use of standard products in accordance with the IT strategy and the architectural concept;
- involvement of AMS employees in design and editorial processes.

The Company

The Public Employment Service Austria—AMS for short—is the leading service provider for the Austrian labor market. The task of the approx. 5,500 employees of the AMS is to place workers in vacancies and to encourage both companies and people seeking employment to take initiative by providing them with counseling, information, job qualification programs and financial support.

The AMS operates under the authority of the Federal Minister of Labor, Social Affairs and Consumer Protection and is tasked with preventing and eliminating unemployment in Austria, together with its social partners.

kwsoft

Evaluation and decision

Based on a catalog of criteria developed by the IT service provider IBM Austria, the selection process began with an in-depth market analysis in the category of Output Management System (OMS) standard software. In addition to the functional suitability of the products, questions regarding implementation, migration and architecture also played an important role. Besides kwsoft®, only one additional software company from Austria made it into the final selection, and the Freiburg-based company was ultimately able to win the bid thanks to its Serie M/

- meeting the functional and organizational requirements to a particularly high degree;
- fitting perfectly with the architecture concept of AMS thanks to its support for Java EE, Eclipse, WebSphere, XML etc., and thus reducing the learning curve;
- decoupling the technical processes from document processing;
- offering the creation of documents in accordance with the international PDF/UA accessibility standard;
- introducing a new HTML 5 client in the near future;
- having the edge in terms of acquisition price and cost of operation.

In addition to these outstanding product features, the kwsoft® employees involved throughout the entire evaluation and quotation process made an impression with their professionalism and personal commitment.

Project planning

The main task will be to gradually migrate the entire collection of forms and templates of all existing (and future) applications—including printing solutions—to the new platform, thus replacing the old systems. This includes, among other things,

- the existing specialized applications, which are to be connected to the OMS of the new Serie M/ system with as little modification as possible;
- the introduction of the electronic file (eFile) to improve workflows and document management processes;
- the development of a career center/job board with 'skill matching' within the framework of 'Cúram' (the standard solution for the management of social services);
- the maintenance and expansion of forms, which prospectively shall be handled by AMS employees, with the help of the form framework provided by kwsoft®.

Ultimately, approximately 5,500 AMS consultants in nearly 140 regional offices, 9 national offices and 63 career information centers will be using the new system. The 120 office servers are expected to receive one print job every second during core operating hours.

System environment

Operating system IBM AIX
Database IBM DB2
Server software IBM Websphere Appl.Server (Java 1.7)

Scalability and load balancing were and are essential requirements for the standard solution. The project is currently in its deployment stage, during which—among other things—the style guide and document framework are being developed, which form the basis for all further expansion stages of the new system. During the subsequent implementation phase, the existing documents will be migrated step-by-step, the specialized applications will be connected via interfaces, and the future integration of additional applications (from transformation projects) will be prepared.

Advantages at a glance

The new Customer Communication Management System Serie M/ is being used throughout all business and consulting processes and is thus of strategic importance for the AMS in in terms of:

Forward compatibility and interoperability

by converting the entire application landscape to a standard software.

Flexibility and performance

while handling peak loads through scalability and load balancing. Fast connectability to new output channels such as mobile devices. Improved response times and performance of print jobs.

Improved usability

through modern, user-friendly interfaces, which allow an increased participation of the AMS employees during use and administration of the system.

Contact

We have even more information for you. Would you like to talk directly to our reference customers? We will gladly arrange an appointment for you.

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