



A Partner Solution for Government

Improving the Performance of the Mobile Worker through
Business Process Management

IBM **Information Management** software

ObjectBuilders, Inc. Government Mobility Solution

Partner Solution

■ **Target Industry**

Government

■ **Business Application**

Government Mobility

■ **Products**

*IBM FileNet Business Process
Manager*

IBM FileNet Content Manager

IBM FileNet Image Services

IBM FileNet Records Manager

Business Challenge

State and local government agencies are under constant pressure to deliver high quality yet cost-effective services to constituents, whenever and wherever needed.

Recent system failures have ignited public concern over the government's ability to satisfy the growing demands of its constituents for better customer service. And now, a host of new regulatory mandates are placing an even greater burden on government agencies.

Meanwhile, heavy budget cuts have forced agencies to reduce headcount, and as a result, the pool of experienced workers has shrunk dramatically.

To keep pace with these and other pressing developments, state and local government agencies must find ways to:

- **Improve Employee Productivity** – The current workforce must be able to do more, and do it better. Mobile employees need to operate with greater accuracy and efficiency. However, agencies are often unable to ensure remote workers are fulfilling even the most basic job responsibilities.
- **Automate and Streamline Business Processes** – Current processes are largely labor-intensive, grossly inefficient, and need to be vastly improved to reduce downtime and

improve overall quality. Business processes that span multiple jurisdictions, however, are difficult to track and verify.

- **Better Manage Information** – Agencies need to improve the consolidation, distribution and tracking of high volumes of critical information, including that which resides in legacy systems. This is a challenge in itself, but the greater hurdle is getting this information to mobile workers so they can work more efficiently.

Solution

Leveraging the IBM FileNet P8 platform and ObjectBuilders' patented business process integration software, the Government Mobility Solution is designed to manage the workflow of the mobile worker by providing direct access to networked information, such as scheduled events and operational tasks. This enables workers in the field to perform various inspection, investigation and case management tasks, and make fast and accurate decisions regarding cases.

ObjectBuilders' Government Mobility solution provides mobile workers with a mobile packet that includes scheduling, pre-populated forms, historical records, instructions and any content that an agency deems necessary to complete a specific assignment. This mobile packet is



delivered to the worker's tablet PC, or automated clipboard, which serves as a networked docking station and a mobile information collection station.



It offers powerful customer service management capabilities, coupled with advanced analytical and business performance features, to cost-effectively accommodate agency-specific workflows and processes.

Value Proposition

ObjectBuilders' Government Mobility Solution enables state and local government agencies to provide mobile workers with the tools they need to improve efficiency and quality, reduce costs, and provide improved customer service.

The solution offers the following benefits:

- **A More Productive Workforce:** By improving the mobile worker's ability to closely inspect and monitor facilities, government agencies can effectively increase citizen satisfaction and ensure higher levels of public health and safety.
- **Increased Process Efficiency:** Automated processes and streamlined operations facilitate vastly improved quality of work, reduced operating costs, and make it possible to be more responsive to constituent demands.
- **Better Overall Performance:** Agencies can realize significant performance improvements, including better information management, increased collaboration and responsiveness and higher employee productivity.

Based on XML, ObjectBuilders' Government Mobility Solution is extremely flexible and can be fully customized. To reduce the risks associated with custom application development, ObjectBuilders has made it possible for government agencies to customize their Government Mobility Solution using The Software Factory™ at ObjectBuilders. The Software Factory provides an attractive alternative to offshore development, offering a "fixed time, fixed cost" model, with turnaround times ranging from 30 to 60 days, regardless of the size of the project.

Company Description

ObjectBuilders is the leading provider of XML solutions for advanced Enterprise Content Management (ECM) and Business Process Management (BPM) software. The company's products optimize core business processes by integrating seamlessly with its customers' existing IT infrastructures, leveraging and enhancing the value of these IT investment. ObjectBuilders' solutions reduce operating expenses, enhance revenues, ensure regulatory compliance and improve customer service for global, national and regional organizations focusing on financial services, healthcare, insurance, media communications, and government. The company is headquartered in King of Prussia, PA, and has served the needs of Global 2000 companies for more than 14 years.

For more information, please contact:

Joe Brophy
+1 610 783 7748 x103
jbrophy@objectbuilders.com

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3565 Harbor Boulevard
Costa Mesa, CA 92626-1420
USA

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