

Vic Roads - Case Study

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Critical issue

- ▶ Call handling times too long
- ▶ Call centre costs increasing

Solution

- ▶ Programmatic integration of three host applications
- ▶ New smartclient user interface
- ▶ Improve the business process

Results

- ▶ Average call time reduced by 40%
- ▶ ROI in 4 months
- ▶ Streamlined business process
- ▶ High reuse of existing applications
- ▶ No changes to existing applications
- ▶ Reduced operator training costs

With another record year of vehicle sales expected, VicRoads takes positive steps to continually improve its service levels.

Background

VicRoads is the statutory authority responsible for registration of 4.3 million vehicles and licensing of 3.4 million registered drivers in the state of Victoria, Australia. VicRoads also provides a specialized service to lenders and borrowers of finance to assist in the purchase of motor vehicles. Its 2400 staff work in partnership with other government agencies and the private sector to provide cost-effective products and services to the community.

The call centres handle nearly 300,000 calls annually from prospective vehicle purchasers. The pre-purchase check requires access to three separate applications to determine if the vehicle is suitable for legal purchase, all this information is vital to a safe and informed vehicle purchase decision.

Navigating these applications separately, performing numerous checks within and across them, and re-keying data, is the largest component of the average call time of 3.8 minutes. Because of this multi-application access, the potential for inconsistencies is high, forcing the operators to have to carefully and slowly review all relevant data. The applications have evolved over the past 20 years into robust, dependable systems, however fully integrating them would be very difficult and costly.

Solution

Seeking to reduce average call duration, the Manager of the Vehicles Securities Register, Phil Reid, released a tender requesting shortlisted vendors to propose a solution with a unified interface for call centre processing.

Phil said, "The back-end applications are large and complex so we wanted an integrated solution that did not require any changes to existing code. Changes, or even new access, to back-end applications would involve additional resources, and therefore costs, from our outsourcing partners. A non-invasive solution would provide faster implementation and payback."

The successful tenderer was **looksoftware**, who teamed up with Futuresoft Principal Harindra Wijesekera, delivering the smart client solution within three months. Business processes were reviewed and a new automated workflow was mapped to **looksoftware's** smart client technology to access each application and return the relevant information to the smart client graphical interface.

Unified smart client interface

The smart client interface consolidates the information from the disparate systems into a single rich graphical interface. The datagrid is a rich graphical control that supports sorting and rearranging columns of data enabling operators to customize their view of the information to identify inconsistencies and concerns.

Platform for web services

The smart client project supports VicRoads' strategic direction towards web services. By wrapping the service modules as web services, the same functionality can be reused in a 'headless' environment, where the results are passed to an XML document rather than to the smart client interface.



vic roads

Multi-channel UIs

Another example of the potential for reuse is to provide the same pre-purchase service to the public. General consumers could conduct their own checks from home with a browser or in the car lot with a PDA or phone.

Platform for voice recognition integration

Voice recognition systems utilizing technologies such as VXML are also under consideration to further improve service levels and reduce costs. These systems can interface directly with the same service modules to provide an operator-less, voice activated pre-purchase check.

Benefits

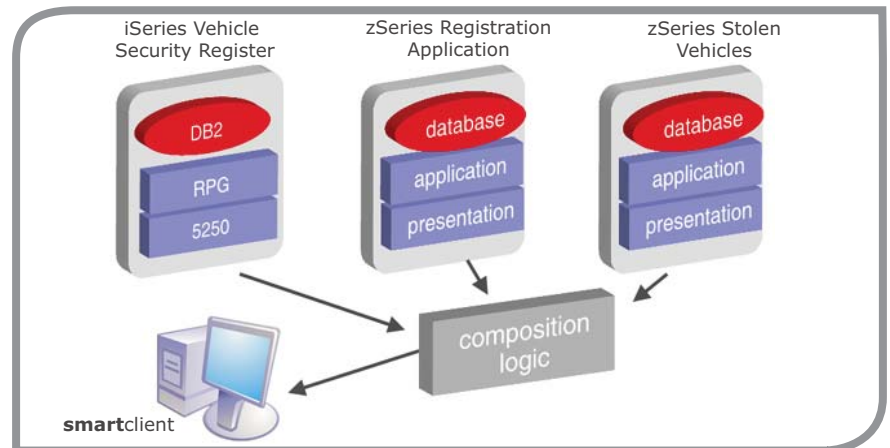
40% reduction in average call duration

The project's success has been verified with the initial pilot rollout. The use of an agile development methodology meant constant involvement from the business users enabling the workflow to be continually refined. Phil Reid said, "We've measured an average 40% reduction in call time, which means a positive return on investment within 4 months. I expect to see further productivity improvements as operators become accustomed to the new system."

Improved customer experience

VicRoads customers needing pre-purchase checks have shorter wait times. Now that the smart client system compares the records from the different databases and highlights inconsistencies, the operator no longer has to manually compare vehicle data.

Vehicle Pre-Purchase Checks Architecture



This reduction in average call time delivers a significant boost to customer service.

Reduced training time

VicRoads estimates that the simplified processes will reduce pre-purchase checks training costs by 20%.

Reduced risk and costs

VicRoads is responsible for providing accurate and comprehensive information to prospective vehicle purchasers. The risk of giving incorrect information is now considerably reduced because data from the three applications is cross-checked by the smart client and highlighted to the operator.

No infrastructure upgrades required

The VicRoads standard desktop configurations comfortably support the smart client's local processing requirements. The automated server-managed deployment has utilized existing servers.

Standardized and streamlined business process

Michael Brennan, Call Centre Manager said, "The smartclient drives the workflow ensuring all operators follow the same call centre business process."

Cost-effective delivery of a composite applications solution

VicRoads' adoption of non-invasive modernization has delivered a 'new' solution within a few months, composed primarily of pre-existing functionality. This has been achieved without risking changes to the core mainframe applications and by leveraging existing IT investments to deliver 'new' solutions rather than starting from scratch.

"This project highlights the rapid ROI and low risk offered by composite applications. We're reusing pre-existing functionality in a smart way, integrating the applications and driving the workflow through a modern user interface." Phil Reid.

