



IBM WebSphere Extends Government Services to the Web Using Host Publisher and Host-On-Demand

Background:

For a community that combines proximity to the big city with the quaint charm of Old World America, Charles County, Md., is hard to match. Located just 20 miles from Washington, D.C., Charles County is one of nine counties and several municipalities that make up the Washington, D.C. metropolitan area. With a number of historic sites and more than 150 miles in shoreline, the county offers a wealth of cultural treasures and seaside activities. The Charles County government serves a constituency of approximately 110,000 citizens across a 450-square-mile area. As the Washington metropolitan area has expanded, county government has had to accommodate its services for rapid residential and business growth.

Business Challenge:

To keep pace with the expansion of the county population and the high growth of Internet-enabled services, the Charles County government sought to make its services more available to constituents through a Web-based application. The government had much of its constituent data residing on an IBM* AS/400* servers and needed a Web-based solution that could leverage information through a portal that provided citizens with direct access. This solution would enable the government to streamline its back-end processes by extending legacy system data directly to an easy-to-use Web-enabled interface. At the same time, the solution would improve customer service by making information and services available to citizens any time through any Internet connection. The solution would also help reduce operating costs by freeing government employees from having to answer customer phone calls and enabling them to handle higher workloads. To engineer this Web-based solution, the Charles County government turned to the e-business consulting expertise and systems integration of Sysinct, an IBM Business Partner.

Solution:

Sysinct implemented the IBM* WebSphere* Host Publisher and Host On-Demand to integrate a host integration solution that enables the Charles County government to extend its existing legacy systems to its Web site (www.charlescounty.org). Using WebSphere Host Publisher's open standards-based connectivity and ease-of-use, Sysinct was able to develop three Web-based applications (e-taxes, e-utility and e-permits) from the government's existing AS/400 "green screens" in less than 40 hours. The application, called e-CharlesCounty, has enabled the government to reuse its current data through the creation of a sophisticated, host-linked e-business application. In addition, Sysinct used the Java⁺⁺ technology of WebSphere Host On-Demand to offer users a simple way to reach the government's host data through browser-based Web-to-host connectivity.

Benefits:

The e-CharlesCounty application has provided the government with a Web-based solution that makes real-time information and services available to constituents through an easy-to-use, cost-

efficient Web interface. With the WebSphere Host Integration solution that Sysinct implemented, constituents can access county government information and services 24 hours a day through an Internet connection. What's more, the processes for providing information and services have been simplified since the government's green screen applications and databases can be leveraged directly to a Web portal for constituent access. With this solution, government employees the number of phone calls from constituents have had to handle has decreased, enabling employees to work more efficiently and reduce costs.

Customer Quote:

"With Web sites increasingly becoming a point of contact between local governments and their constituents, enhancing our site to provide more services with an easy-to-use Web interface was a top priority," said Richard A. Aldridge, Director of Information Technology for Charles County. "Using WebSphere Host Publisher and WebSphere Host On-Demand, Sysinct developed a customized solution that allows us to leverage our back-end systems and provide more available and efficient service offerings to Charles County constituents."

About the Partner:

Sysinct is a division of IKON Office Solutions Technology Services, LLC, a leading office technology company and wholly owned subsidiary of IKON Office Solutions, Inc. Sysinct provides e-business solutions to medium-sized enterprises throughout North America. As a Premier IBM Software Partner, with expertise in Lotus, IBM and Tivoli products, and a winner of the 1999, 2000 and 2001 IBM Beacon Awards, Sysinct delivers low-cost assessment services, pre-packaged application solutions and deep integration and customization capabilities for Lotus, Tivoli and IBM software running on multiple platforms, including Windows NT****, AS/400* and S/390*.

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