

Better communication - more successful placements

Introduction of the M/ Series at the Austrian Job Market Service - AMS



Initial situation

Throughout large organizations, business documents are usually generated using a variety of procedures on a variety of platforms. Administrators create documents online on their desktop or client, while standard documents are usually produced using automatic or batch processing on central servers without any human participation. Due to these technical and organizational differences, heterogeneous system infrastructure is often created for document generation and output. This is how the AMS system started out: employees worked with MS Word on their computers, the typesetting system 'TeX' was used on the server and the Apache Framework „FOP Formatting Objects Processor“ was responsible for creating business documents in Java Applications.

That means: three solutions for different system infrastructures, requiring triple maintenance of document templates, scripts, macros, and more! The incredible maintenance efforts, long out of date, were one of the main reasons for establishing a new system for document creation: unified if at all possible. Not only that, it was clear that the old systems were simply not capable of fulfilling the binding European requirements for public sector companies in regards to accessibility. IBM, the IT service provider for AMS, took over project management for planning and evaluation, up to and including realization - which of course is still to come.

Goals

The first goal, therefore, is to replace the existing system with a central platform for desktops, servers, and web applications. Not only that, strategic planning demands that the future solution:

- have a central service ‚single point of contact‘ for all print/document creation requirements from existing applications
- have a shorter implementation period for changes to and the design of new commercial documents
- improve corporate design for company documents
- fulfill legal requirements for accessibility as of 2016
- make stronger use of standard products in accordance with the IT strategy and infrastructure concepts
- include AMS employees in the design and editorial processes

The Company

Arbeitsmarktservice Österreich (Austrian Job Market Service), or AMS for short, is the leading service provider on the Austrian job market. The task of AMS' approximately 5,500 employees is to match personnel with open positions, and to support motivated job seekers and companies with advice, information, qualifications, and financial aid. The AMS works on behalf of the Federal Minister for Labor, Social Affairs and Consumer Protection, under significant participation from social partners (employers and unions), to prevent and eliminate unemployment in Austria.

Assessment and final decision

Based on the criteria catalog put together by the IT service provider IBM Austria, the selection process started with an intensive market analysis of standard software output management system (OMS) options. In addition to the functional suitability of the product itself, questions of implementation, migration, and infrastructure also played an important role. An Austrian provider and kühn & weyh both made it into the final selection, and the team from Freiburg were able to win the contract. This was because the M/ Series:

- has almost all the functional and organizational requirements covered
- works with Java EE, Eclipse, WebSphere, XML and so on, matching the infrastructure concept at AMS perfectly, reducing training requirements
- ensures separation of business processes from document preparation
- allows for the creation of barrier free documents in accordance with the international PDF/UA standard
- promises the introduction of a new HTML 5 client
- offers price advantages in terms of both acquisition and operational costs

In addition to the outstanding product characteristics, the professional demeanor and personal dedication of the kühn & weyh employees during the entire assessment and bidding process offered a clear advantage.

Project planning

At the core, the job requires migrating, step by step, the entire form architecture of all current (and future) applications, including printing solutions, to the new platform, thus replacing the old systems. This applies, for example, to:

- the existing specialist applications, which need to be integrated into the new M/ Series OMS with as little interference as possible
- the introduction of the electronic file (eFile) for improving work flow and for document management
- development of a job platform/job market including ‚skill matching‘ within the framework of ‚Cúram‘, as a standard solution for the management of social services
- maintenance and expansion of forms, which is, in the future, to be taken over by AMS employees with help from the kühn & weyh form framework.

In the end, approximately 5,500 AMS advisors located at just under 140 branch offices, 9 national offices, and 63 career information centers will use the new system. During core working times, the 120 office servers are expected to receive approximately one printing job per second.

System environment

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

Scalability and load distribution were and are significant challenges for the standard solution. Right now, the project is in the preparatory phase, which includes, among other things, developing a style guide and document framework, which will be the basis for all additional expansion stages for the complete solution. The implementation phase, which comes afterwards, is focused on migrating the current document infrastructure step by step, connecting existing specialist applications to the program via interfaces, and preparing for additional integrations (from transformation projects).

Benefits at a glance

The new M/ Series Customer Communication Management System will be used across the company for all business and consultation processes, bringing with it a very strategic advantage for AMS:

Future security and interoperability

Achieved by switching the entire application infrastructure to standard software.

Flexibility and Performance

Dealing with peak loads using scalability and load balancing. Quick connection of new output channels, for example mobile devices. Improvement of answer time and performance for printing jobs.

Improved usability

The use of modern, user friendly user interfaces will allow for increased participation of AMS employees when using the system, or for administration purposes.

Contact

Do you want to learn more?
We will be happy to make an appointment for you with our partner. Exordium e.U.

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