ERP

BI & EPM

Middleware

CRM / CX

Managed Services

Infrastructure

Office of Tax & Revenue Improves Efficiency with Siebel Upgrade

"Thanks to [AST] for your outstanding leadership that enabled the project to be successful… As I've stated on several occasions, I have been involved with systems implementations for over 30 years and this has been, by far, the smoothest! I commend each and every one of you!!"

Eva M. Liggins, Director, Customer Service Administration, Office of Tax and Revenue

Business Challenges

The Office of Tax and Revenue (OTR) sought to enhance its Customer Relationship Management (CRM) capabilities. The Contact Tracking System (CTS), a Siebel 6.0.1 Call Center application, was used to track and manage customer requests for service, enabling timely resolution of customer issues. While CTS was state-of-the-art technology when initially deployed in 2001, OTR had not fully utilized the benefits of their enterprise-quality CRM system.

Key Objectives

The project goal was to upgrade the base CTS application to the latest version of the product (v8.1.1.11). OTR anticipated upgrading CTS and expanding the functionality to streamline its customer service business processes in order to achieve measurable improvement in customer issue resolution, while keeping in compliance with their security and audit requirements.

Solution

AST provided a comprehensive solution, analyzing the client's business needs and goals, and implemented within an aggressive timeline. The combination of AST's proven delivery capabilities and best practices for Siebel implementations resulted in cost advantages and a more efficient project completion. The new platform:

- Is a modern three-tiered, thin-client architecture that includes many features designed to improve the user experience
- Includes desirable features that previously required custom development
- Minimizes the rework necessary to develop and test new code modules
- Ensures that the upgraded CTS environment is compliant with the latest infrastructure and security requirements
- Included a Database upgrade to Oracle 11g multi-node Oracle RAC platform

Benefits

- Increased functional capabilities and realized performance improvements of over 50%
- Compliance with the latest infrastructure and security requirements ensures that the application meets IRS and DC OCFO guidelines
- Improved functionality and usability results in superior customer experiences
- Client is able to serve customers faster and more efficiently resulting in a significant reduction in the average resolution time for each customer request
- CTS improved organizational efficiency by providing easily-accessible information regarding aging of issues, bottlenecks in the current process, and trend analysis

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Office of the Chief Financial Officer (OCFO), Government of the District of Columbia, Department of Tax Administration, Washington, D.C.

OCFO is responsible for the oversight and direct supervision of the financial and budgetary functions of the DC Government. They work towards enhancing the fiscal and financial stability, accountability and integrity of the District government.

- 8,000 Employees
- 200 Active Users

Oracle Applications

- Siebel Call 8.1.1.11
- Oracle 11g

Services Provided

- Performed a multi-step upgrade of Siebel 6.x to the latest Siebel 8.1.1.11
- Upgraded the Database from Oracle 8i to Oracle 11g
- Upgraded infrastructure to a 3-tier, high-availability configuration
- Redesigned integration and data migration processes to improve efficiency

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