

# Success Story

## Georgia Department of Transportation



Georgia Department of Transportation (DOT) is responsible for a wide variety of programs, projects and services that are designed to meet the transportation needs of communities across the state of Georgia. The wide responsibilities of the Georgia DOT includes, but are not limited to, roads, bridges, transit, plus environmental and safety initiatives across all forms of transportation on a regional and statewide level. Georgia DOT aims to provide a safe, seamless, intermodal, environmentally-sensitive transportation system through the wise use of human resources, innovative technology, public/private partnerships and citizen input.

Georgia DOT had committed to implementing Microsoft SharePoint 2007 and hired key staff to ensure they could meet this objective. The attraction of Microsoft SharePoint to Georgia DOT was to shorten the custom development cycle of IT, by moving away from JAVA coding, as they had found they were constantly delivering projects late and over budget, and consequently this had caused a backlog of IT initiatives. These observations led them to realise there were a lot of Georgia DOT processes, both internal and external, where process automation through workflow would be a valuable tool which would minimize customization requests and reduce project complexity.

Georgia DOT found that Microsoft SharePoint Designer out of the box was not rich enough to apply to Georgia DOT workflow processes and Visual Studio required technically precise .NET expertise that Georgia DOT's JAVA developers did not currently have. They began to investigate third party SharePoint products to meet their workflow development needs, and an evaluation team of twenty five people, including developers and IT Managers, were dedicated to this task. The team evaluated a number of SharePoint workflow products including Nintex Workflow 2007.

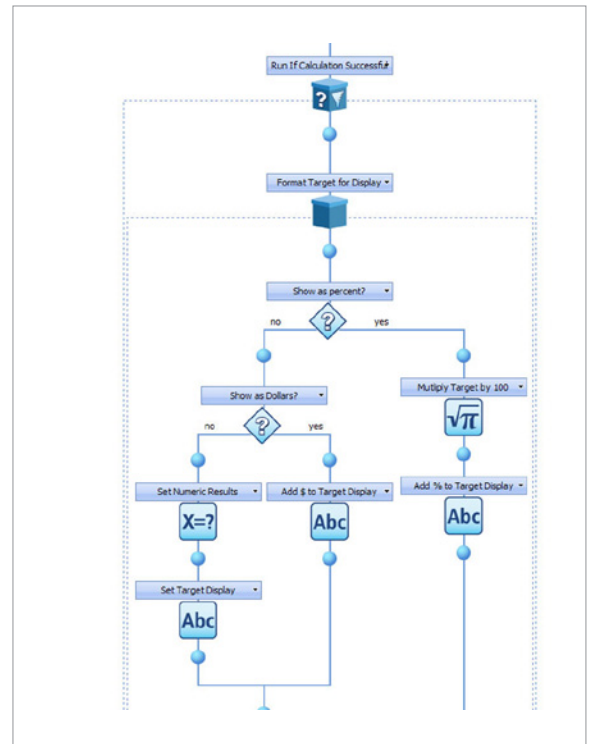
*Georgia DOT has indicated that they are convinced Nintex has the best workflow product available to work with Sharepoint, and they have indicated that Nintex's support and development staff have been extremely helpful in getting any technical issues resolved in an efficient manner.*

The team spent hours conducting an audit to work out how the dedicated server and database required for a number of these workflow products would fit with their existing infrastructure and then found out, through trial and error, that they needed a high level of product knowledge just to build a workflow. They rejected these workflow products based on the fact they had been reverse engineered from other platforms to work with SharePoint, they had additional overheads with dedicated server requirements and required expensive consulting resources to implement.

Needless to say, Georgia DOT's evaluation team was impressed when it took them only twenty minutes to download, install and build their first workflow with Nintex Workflow 2007. The fact that Nintex Workflow 2007 had been developed to work with SharePoint, the lower cost to implement and ease of use convinced them that Nintex Workflow 2007 was the right choice for Georgia DOT. The service they received from Nintex from both the sales and support teams over the seven months it took to complete the government bid and purchase cycle confirmed to Georgia DOT they had made the right decision to purchase Nintex Workflow 2007.

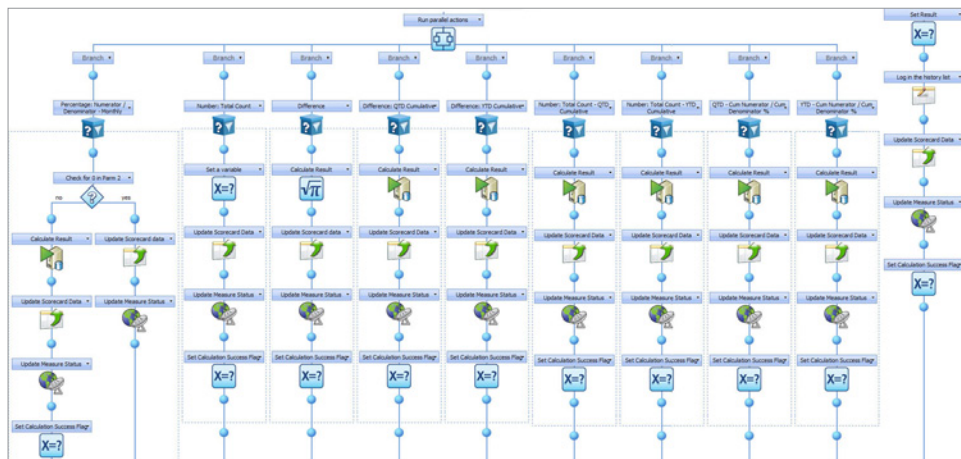
Another attraction to Nintex Workflow 2007 for Georgia DOT was the fact that it was very extensible and enabled the IT team to create custom actions and call web services which greatly extend the capacity of the product actions. This meant that Nintex Workflow 2007 would provide them with the ability to expand functionality as they became increasing more familiar with its capabilities. Georgia DOT already had created a handful of custom actions including a number of webservice actions that have now been incorporated in the Nintex Workflow 2007 product features with version updates. Georgia DOT is very pleased these are now standard product features, and they plan to take advantage of Nintex support by utilizing these newly incorporated “out of the box” features. In the very near term, they plan on decommissioning their own custom actions.

Nintex Workflow 2007 has given the Georgia DOT IT team workflow capability within their development bag to meet various project requests by automating business processes with workflow. Employees across the organization, partners of Georgia DOT and residents of Georgia are benefiting directly and indirectly thru the workflow capability of Nintex Workflow 2007. Examples of where Nintex Workflow 2007 have been applied include:



- News items and bulletins for the Georgia DOT intranet are now automatically sent through a review workflow before they are approved for publication
- Permit requests received by the Department are now tracked through a workflow that updates an Oracle database with status updates and comments. Georgia DOT employee's access and view all changes thru the interface of the Oracle database system
- Policy documents are created by the 100 different business offices in the Department, and these are individually uploaded into teamsites for review. There is now a workflow attached to the teamsite which sets permissions for document access and edit rights for approved department representatives and routes the policy document for approval by instigating approval request emails and activating escalation alerts after inaction. Once approved at a departmental level the workflow then routes the policy document to the All Policy Department for approval and publication. Once again the workflow sets document access and edit permissions and once approved publishes the policy document to the internal SharePoint portal, plus the Georgia DOT website for public access. The impact of this is considerable when you realise that Georgia DOT has offices across the state with approximately 6000 employees, a multitude of partner users and the state of Georgia has a population of almost 10 million.

- Georgia DOT is now able to complete a comparison of statewide transportation projects data against data independently collated by an external regional planning entity, a partner of Georgia DOT, in a timely and concise manner. This was achieved through a workflow that runs a comparison on both sets of data and creates a report that highlights data differences. Previously this had been a manual intensive comparison of reports which were thousands of pages long. This has been a big victory for the IT Team, the Department and the partners as this report had been a pipeline dream for years and with SharePoint and Nintex Workflow 2007 the IT team was able to produce the report solution in just two months. Georgia DOT and the external regional planning entity partner are now able to engage in activity to investigate why the data is different and make sure they both have accurate data in a timely manner. Georgia DOT plans to undertake similar process automation with other partners.



Georgia DOT has indicated that they are convinced that Nintex has the best workflow product available to work with SharePoint, and they have indicated that Nintex's support and development staff have been extremely helpful in getting any technical issues resolved in an efficient manner. Georgia DOT even went on to say that they felt that it was one of the best investments that they've made.

Originally, Georgia DOT purchased Nintex Workflow 2007 Standard Edition but the account provisioning actions of Nintex Workflow 2007 Enterprise Edition have proven compelling and they plan to upgrade in the near future. The IT Team has surmised that by using the additional functionality available in the Enterprise Edition, they will then be able to add and remove external partner access privileges to Georgia DOT systems easily. This includes employees of the 1200 law enforcement agencies statewide where the Sheriff or equivalent will register each new employee of their law enforcement agency once and through a workflow Georgia DOT will automatically enable their access to appropriate systems and create them an Active Directory account. When the employee leaves the agency the Sheriff or equivalent will deregister them and the workflow process will automatically deprovision all user access accounts and permissions. Currently due to the high turnover of staff, and the high number of law enforcement agencies, this process is not manageable as a manual process.

Georgia DOT made an initial \$30K investment in Nintex Workflow 2007 and while they cannot put a dollar figure on ROI they know that it has already proven itself many times over and there are many more processes within the Department where it is planned to be employed. This includes realizing benefits with regional and federal partners in the future.

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