

State of Alaska D.M.V.

WEI and Software AG help the State save money and increase security with in-house digital driver license management system

The Mission:

- Create an in-house, state-of-the art digital drivers licensing (DDL) system to improve fraud prevention, enhance card quality and reduce per card fees by owning the system and eliminating high vendor service fees.

The Solution:

- WEI provides a highly scalable and flexible system that manages and produces digital drivers licenses and photo ID cards. The system interfaces with existing mainframes, databases and various hardware components to generate, produce, store and retrieve the image and textual data associated with the driver licenses and ID cards. Tamino XML Server is used to store and manage the photo images and related data, and EntireX XML Gateway provides the necessary interfaces to the mainframe and other data sources.

The Result:

- The State now produces state-of-the art ID cards in-house for approximately 80% less than the fees charged by an outside contractor. This saves the State approximately \$1.4 million dollars per year.
- The drivers licenses now include multiple levels of fraud prevention. The cards are difficult to alter or reproduce, and DMV employees have instant access to digital photos to verify a resident's identity.
- The DDL provides better service to Alaska's residents. After the photo is taken, the cards can be created in less than two minutes. More importantly, Alaska's residents now carry state-of-the art ID cards which do not raise suspicion while travelling out of state.
- Since the cards are faster to produce and require virtually no manual effort, the card operators now have time to eliminate administrative backlog and paperwork.



The Customer:

The in-house system also improves the speed and efficiency of making system upgrades to meet ever-changing government standards.

"The system helps prevent fraud, reduces costs, and also provides vastly greater service to our residents... if we had used an outside vendor for the new digital cards, we would have paid about 80% more per card. Since we produce about 180,000 cards per year, that's a savings of approximately \$1.4 million."

Kerry Hennings, Driver Licensing & Partnership Development Manager
State of Alaska
Department of Administration
Division of Motor Vehicles



New Digital Drivers Licensing (DDL) System Improves the “Image” of the State of Alaska

Replacing their outdated “photo in a pouch” ID cards with digital licenses has done much to improve the “image” of the State.

“Our new DDL not only gives us a state-of-the-art system, but actually puts us ahead of the game,” says Kerry Hennings, Driver Licensing & Partnership Development Manager for the State of Alaska’s Division of Motor Vehicles. “The system helps prevent fraud, reduces costs, and also provides vastly greater service to our residents.”

Cost-effective and easily manageable

Alaska’s expansive geography and extreme climate made it costly to lease equipment from outside vendors. “Getting quick service on a piece of equipment in remote Alaska was very costly,” explains Hennings. “We could reduce costs by developing our own system, and having our own back-up equipment in each location.”

WEI provides a highly scalable and flexible system for the State that manages and produces digital driver licenses and photo ID cards. The system uses Software AG’s EntireX to interface with existing systems and uses Tamino XML Server to store and retrieve the image and textual data associated with the ID cards.

Cost savings of 80 percent

“If we had used an outside vendor for the new digital cards, we would have paid about 80% more per card. Since we produce about 180,000 cards per year, that’s a savings of approximately \$1.4 million,” says Hennings. An in-house system also improves the speed

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A look at the technology

The complete system features the following:

- Interface to customer’s demographics server
- Over-the-counter and/or Central issuance
- Facial recognition & fingerprint integration
- Scalable from one workstation to thousands
- Capture, store and retrieve biometrics
- Flexibility through the use of XML

Customizable Interface Modules enable configuration and business rules to be modified in configuration files rather than requiring new code to be written for a given customer. Once deployed, changes to business rules, data elements, card layouts, etc. can be centrally deployed through configuration files rather than requiring new code to be written and deployed.

Tamino XML Server is an award winning high performance native XML server for storing, publishing and exchanging XML documents. Tamino enables businesses to leverage the value of XML to improve information access, enable multi-channel delivery, seamlessly exchange data with a variety of partners and disparate applications.

A better image for the State

Improving service to Alaska’s residents was also a huge priority for the system. The process of getting a drivers license is faster, and out-of-state travel is easier since the new cards no longer raise undo suspicion.

Improving staff efficiency

The previous system required 300% longer processing time, and considerable manual effort to assemble each card. Hennings says “In the time we save, the card operators can get caught up on other backlogged administrative tasks.”

An excellent end result

Hennings says that WEI was easy to work with, and paid great attention to the needs of the State. “We are extremely pleased with the end result and the relationship,” says Hennings. “While other States are looking at budget crunches and diminishing funds, we are in a position to control costs and upgrade to keep up with the times.”

To learn more about WEI solutions, go to: www.weiinc.com

To learn more about Software AG solutions, go to: www.softwareagusa.com

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