

A Government Agency Transitions to Responsiv Unity to Manage Key Operational Processes

A need for a new technology approach

Within its existing IT infrastructure, our customer was using a set of rules to manage various operational processes. Highly specific to the Government Agency and complex in nature, these rules were pre-defined with criteria to ensure any related activity was compliant with its standards and quality control. The rules would use a set of variables to assess whether a requested action was viable and legal and would provide instructions for what to do next.

The Government Agency had been using a Software-as-a-Service (SaaS) solution to run these rules in the cloud. However, a recent technology contract change had meant that its SaaS was no longer supported, leaving it with spiralling costs and unplanned management issues. It needed to find an alternative solution and Responsiv was ready to help.

Service and support: the best of both worlds

We used Responsiv Unity Rules Module to manage our customer's various rules. By running the Rules Module as the underlying technology solution on our own cloud, we could provide the available resource and high levels of flexibility needed, while ensuring a resilient, secure IT environment which operates around the clock. Responsiv Solutions worked closely with the business and technical staff within the Government Agency to provide mentoring on the solution, enabling effective collaboration where business analysts, policy managers and rule authors developed and maintained the decision logic, while architects, developers and administrators developed and maintained the IT services.

We configured two dedicated Rules Nodes: one for development, and the other for production. In this way, we were able to smoothly manage and maintain administration and updates all in one place, with no disruption to processes or operations. Our customer can still run all its required code and as before enjoy the benefits of SaaS. What's more, Responsiv Assist, our bespoke support service, offers expert advice and technical assistance whenever it's required, to keep performance optimal.

Confidence and control

Responsiv's solution has been in operation for four years. As we continue to manage everything and also provide support through Responsiv Assist, our customer benefits from minimal management overhead and has the confidence that everything is running smoothly. In fact, they are so happy that they have recommended us to other government agencies.

Over the past year the production services have been called over 91,000 times.

About Responsiv

Responsiv can help ensure the success of your project, we can then support you to start expanding your integration and automation adoption to additional projects, leveraging, and sharing our expertise along the way to build a business process improvement program tailored to your business needs.

Industry

Central Government, Public Body

Solution Components

Responsiv Unity Rules Module

Responsiv Assist

Key Benefits

Reduced operating costs and downtime

Improved efficiency and responsiveness

Ensured regulatory compliance

"Solution, service and support in one place - Responsiv offered SaaS development and deployment, as well as dedicated expert support to ensure optimal performance.

Their team of experts created and maintained a tailored IT environment, based on many years' of industry-relevant experience."

- Business Analyst