

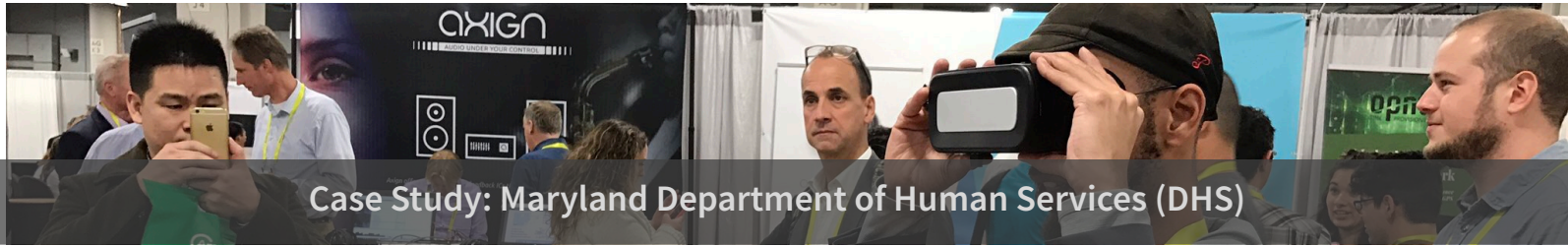


Mindboard

Leading the curve in modernization of today's enterprises



MBE/DBE: CA, FL, GA, MA, MD, NY, OR, PA, SC, VA, VT
 NAICS: 541512, 541511, 541513, 541519, 541611, 541612, 541613
 PSC: D308, D399, R425, D302, D306, D301, D314, D310, R799, R699, R799, R703, R699, B524, R422



Case Study: Maryland Department of Human Services (DHS)

Contact

Chief Executive Officer
Vinay Pande

info@Mindboard.com
703.574.3210 | 704.574.3211 (F)

Mindboard.com | @mindboardinc

Established in 2011, Mindboard is an enterprise modernization firm specializing in assisting clients to improve their operations across corporate functional areas. Mindboard's technology strategy streamlines implementation through strategic assessments, risk analysis, engaging best practices in user experience, and leveraging focused technology product lines for the best outcomes.

Client Profile

The Maryland Department of Human Services (DHS) is the state's primary social service provider, serving over one million people annually. The Department, through its 24 local departments of social services, aggressively pursues opportunities to assist people in economic need, provide preventive services, and protect vulnerable children and adults in each of Maryland's 23 counties and Baltimore City.

Objective

Implementation of Document Generation and Delivery solution for the four MD DHS legacy towers.

Background And Solution

Maryland DHS (Department of Human Services) utilized an earlier notice generation technology which was deemed outdated, difficult to maintain, and restrictive towards full functionality for case management needs. These legacy systems produced several million notices per year using a batch-notice generation process based on COBOL. In some cases, these notices were sent to CDC for batch printing and mailing. In other cases, notices were printed at the respective local offices, then manually folded and stuffed in mailer envelopes for a mail-out. These notices are based on thousands of templates, both English and Spanish, with business logic embedded in the primary business process. Historic notices are stored on a shared drive (SAN) and retrieved through custom green screens. The absence of a standardized editing tool made on-demand creation of case documents challenging for case workers and their managers.

Mindboard served as the primary provider of the integration, implementation and testing services for this customer communications modernization effort at MD DHS. Through the implementation of xPression platform, notice generation and delivery processes became centralized in an updated enterprise system of record; and has significantly improved notice generation efficiency. Significant savings (multi-\$M) were achieved via integration of bar/QR codes for return scanning; and the team built home grown testing tools to automate testing and comparison of thousands of notices during UAT.

Mindboard serves Maryland DHS in an extension of this project, implementing notice generation for LTC application utilizing QlikView and nPrinting technologies. To best engage this effort, the Mindboard Project Team utilizes the following open source toolsets for authoring and publishing notices: iText, FOP, PS and Libre Office.

Capabilities Utilized

xPression/OpenText/Qlik/nPrint/iText/FOP
Development, testing, and implementing the xPression/OpenText Doc Generation product

Project Management
Project planning, reporting, and facilitation of Agile SCRUM principles

Testing
System, unit, and user acceptance (UAT) execution and facilitation

User Experience(UX)
User Experience analysis and recommendations towards process smoothing

Technical Architecture Design
Document Management System, Legacy Integration, Large-Scale Printing & Automated Mailing

Integration
Central Distribution Center Integration, High Volume Transaction System, ECMS Integration