



DMV : Field Office Enhancements

Customer Need

- **To improve customers' experience with the Field Office Appointment system by allowing:** Same day appointments, appointment cancellation, Mobile Friendly website for the field office appointment system, sending email reminders to customers 30 days before their registration renewal is due.

Solution

- **Seamless Integration with Legacy Systems and Third Party Systems:** The key here was to integrate with DMV's legacy systems seamlessly to provide a clean design and solution to the business needs. Our solutions integrated with multiple DMV and third party systems to accomplish project objectives.
- **Mobile Friendly UI:** DMV's desktop site had to be reengineered to fit today's smartphones and tablets. Key was to reduce the number of user actions to a minimum to get them to their business need and to provide minimum zooming-in on tiny cellphone screens.

Team Composition

- Project Manager, Software Architect, Java Developers, Natural and ADABAS Programmer, Business Analyst, Tester

Tools/Technologies Used

- Java/J2EE , Struts, Natural, ADABAS, JQuery Mobile, TIBCO Business Works, IBM DB2 and Rational Requisite Pro