



#### DRIVER AND VEHICLE LICENSING AGENCY (DVLA)

An executive agency of the UK Department for Transport that maintains registrations of drivers and vehicles.

**Industry:** Government  
**Geography:** United Kingdom

#### Deployment Summary

- TIBCO's business process management software streamlines the handling of registrations.
- TIBCO Staffware Process Suite™ orchestrates the system and follows predetermined parameters and rules.
- TIBCO's software tracks each case with automatic flagging when parameters are exceeded or when rules or tasks are overlooked.

#### Benefits

- The BPM solution increased case management productivity by more than 50 percent, and allowed DVLA to redeploy staff in other areas that need manpower.
- The solution enabled a single, coordinated view of the agency, so cases can be easily passed between departments electronically.
- Customer service at DVLA has improved significantly while the number of calls to its call center has decreased.
- TIBCO's software provided DVLA with a sustainable and reliable platform for case management while decreasing support costs.
- Staff system training now takes two days compared to two weeks prior to the project.



“Before, we could handle between 1,800 and 2,000 cases per day, but with the new BPM-driven system in place, we are handling more than 3,000 cases each day – a vast improvement in productivity.”

**Anita Evans, project and program support assurance manager, DVLA**

## DVLA Drives Through Productivity Gains with BPM

Maintaining the registrations of more than 30 million vehicles and more than 40 million drivers is an enormous job – one that many companies would balk at – but it is the task that the UK Driver and Vehicle Licensing Agency (DVLA) faces every day.

While most of the 91 million forms and 50 million transactions processed each year by the DVLA can be handled quickly, exceptions do occur when something falls outside the normal process framework. The exceptions relating to medical conditions are passed to the Drivers Medical Group (DMG), which recently completed the rollout of its casework and specialist processes (CASP) project using TIBCO's business process management (BPM) software to help streamline the handling of medical cases – slashing days off response times and almost doubling the number of cases handled each day.

#### The need for a new data-sharing vehicle

People who have a medical condition that could affect their ability to drive, are of an age where they need a medical certificate to continue to drive, or have had a prior drunk driving conviction are classified as higher-risk drivers. These drivers must have their

licensing requests handled by the DMG. Unsurprisingly, the procedures and checks involved with higher-risk drivers are more extensive than normal license applications. The process takes longer, involves more stages and paperwork, and includes a greater number of checks, which means these applications require monitoring and tracking to ensure their expedient progression.

The DMG has relied heavily on document imaging systems to help handle the mountain of paperwork created by these cases – 300,000 cases per year – but with its old imaging system nearing 14 years of service and little capability for sharing cases between departments electronically, DVLA kicked off the CASP project.

“While the old system did well for its age, sharing data between departments was a manual process. If we had a driver whose case history resided within the DMG but needed to be shared with another department, we literally had to pack up a box of paper files and have them sent via our internal postal system over to another building two miles from campus to be scanned,” says Anita Evans, DVLA project and program support assurance manager.

“Every department worked in a silo,” Evans adds. “Customers might write a letter to one department to get information and then have to write a second letter to get data from another department, because information was not shared as well as it should have been. Our case workers would have to put customers on hold to dig out information from another system, or call another colleague to handle parts of a customer query. Often, people would get sick of waiting, hang up, and call back. We needed a new system to improve customer service and overcome the information-silo culture.”

DVLA began to roll out a new casework system across two customer service departments – Driver Customer Services (DCS) and Customer Enquiry Drivers (CED) – with DMG being the second phase of the project.

#### Driving home performance

The new casework system comprises a 6 TB storage area network (SAN) linked to three UNIX servers that power Oracle databases, the Tower imaging system, and TIBCO Staffware Process Suite, which manages the key processes linking the data and images to more than 300 users throughout DMG and to more than 1,370 users across DVLA.

Following a predetermined set of parameters and rules, TIBCO Staffware Process Suite orchestrates the system and progresses each case along defined work paths. Management controls are provided through individual case monitoring, and additional management information is

provided by the software to evaluate efficiency and performance. In addition, TIBCO’s software tracks each case individually with automatic flagging when system parameters, such as time, are exceeded or when rules or tasks are overlooked.

“Before, we could handle between 1,800 and 2,000 cases per day, but with the new BPM-driven system in place, we are handling more than 3,000 cases each day – a vast improvement in productivity,” Evans says. “We now have a single, coordinated view of the agency, so cases can be easily passed between DMG and other departments electronically rather than having to physically transport information around using the internal mail system.”

“Customer service has been boosted dramatically,” Evans adds. “Now case workers and call center agents can access all details of a particular case with a click of a button. What we are seeing is that the number of calls is decreasing but average call times are increasing: Calls are taking much longer than before because the customers are asking more questions and getting them all answered in one phone call.

“Importantly, we have broken down the information-silo mentality – data is now shared across departments, and we can offer the customer a true ‘one-stop shop’.”

Evans says upgrading to new equipment has also delivered additional side benefits. “The old system crashed often because of its age: it simply could not

handle the workload to which it was subjected, which meant a lot of downtime and productivity dips. We needed a sustainable, supportable platform for case management, and now that is what we have.”

“Staff acceptance of the new system has been excellent,” Evans says. “Rather than two weeks, staff system training now takes only two days, slashing the time required to get employees working on the technology and reducing training cost significantly.

“Older systems were also very costly to support – a cost that has been reduced substantially. Plus, the productivity benefits have allowed DVLA to redeploy staff in other areas of the organization that have a pressing need for manpower.”

#### The road ahead

With the system now deployed at the DMG department, DVLA’s Vehicle Customer Services (VCS) department is entering the user acceptance testing phase as the rollout continues across the two remaining parts of the organization. The full rollout at VCS, which is planned to be completed soon, will put another 1,205 users online.

“Managing the caseload that millions of drivers and vehicles create is a major task,” Evans says. “With the new casework system, however, the job is made far more manageable with greater transparency, better sharing of information, and accelerated case processing to provide customers with a much higher level of service than ever before.”



**TIBCO Software Inc.** (NASDAQ: TIBX) is a leading independent business integration software company and a leading enabler of real-time business, helping companies become more cost-effective, more agile and more efficient. TIBCO has delivered the value of real-time business, what TIBCO calls The Power of Now®, to thousands of customers around the world and in a wide variety of industries.

[www.tibco.com](http://www.tibco.com)

Global Headquarters  
3303 Hillview Avenue  
Palo Alto, CA 94304

**Tel:** +1 650-846-1000  
+1 800-420-8450

**Fax:** +1 650-846-1005