SMART TEAM GLOBAL
Build Intelligence

HP Autonomy Process Automation Success Story

City of Boston Partnership With STG in long term to Keep Promoting the HP Autonomy Solutions

CUSTOMER

Boston is the capital and largest city of the state of Massachusetts, in the United States. The city, covering 48 square miles, had an estimated population of 645,966 in 2014, making it the 24th largest city in the United States. The city is the anchor of a substantially larger metropolitan area called Greater Boston, which, as a commuting region, is home to 7.6 million people, making it the sixth-largest Combined Statistical Area in the United States. City of Boston, founded in 1630, has one of the longest histories among all cities in the United States. The area's many colleges and universities make Boston an international center of higher education and medicine, and the city is considered to be a world leader in innovation for a variety of reasons. Boston's economic base also includes finance, professional and business services, and government activities. The city remains high on world livability rankings.

CHALLENGE

During the past several years, City of Boston has been running their public information capture and internal/external management workflow on HPPA (previously known as LiquidOffice and APA) and Cardiff TeleForm platforms on daily basis. As they continue to invest into the market leading solutions for more widely usage, there are many system enhancements required to meet their fast growing demand and well tailored the solutions.

The major enhancements requires highly customized features to be implemented in order to enable TeleForm and APA to collaborate with other systems (such as SharePoint server, Google Calendar, and invoice system); also, abundant sophisticated workflow/eForms/Job Configurations/Form template have been implemented to support the daily and varying demands from different user cases (such as new IDM accounts request, absence leave request, assessment request, business certificate request/renew, project management, etc.); meanwhile, City of Boston requires upgrades of the HPPA and TeleForm systems in order to benefit the government practice with most leading features along with new releases.

As a long-term professional service provider to City of Boston, Smart Team Global, recognized by HP Autonomy as one of the key Top & Global Partners, has always been proud to delivery 100% customer satisfying solutions when new request pop up in order to help City of Boston to archive its next success.

Organization
City of Boston

Industry
Government

Type of Application
Information captures and process automation

HP Autonomy Solutions
HP Process Automation(HPPA) and Cardiff TeleForm

Languages
English

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SOLUTION

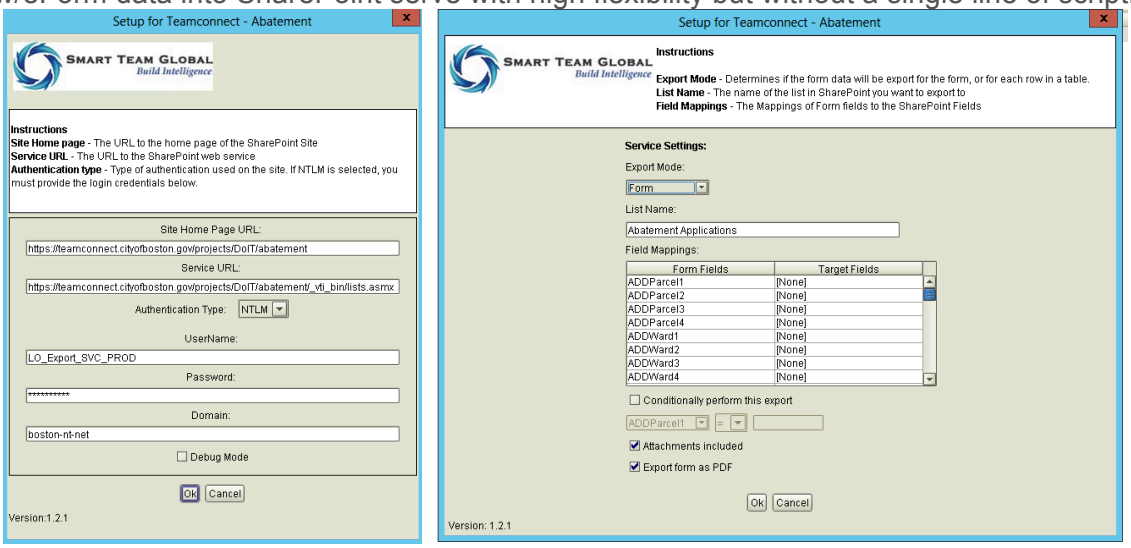
STG has carefully reviewed the details of each feature request from City of Boston, and proposed several innovative designs that carry out with productivity to handle heavy load usage, compatibility with other applications and systems, and possibility for future growth and development.

And during the upgrade of their HPPA and TeleForm system, STG has elaborately designed the upgrade and migration road map, to ensure fluent system upgrades and migrations on new hardware with absolutely data safety and user preferences reservation.

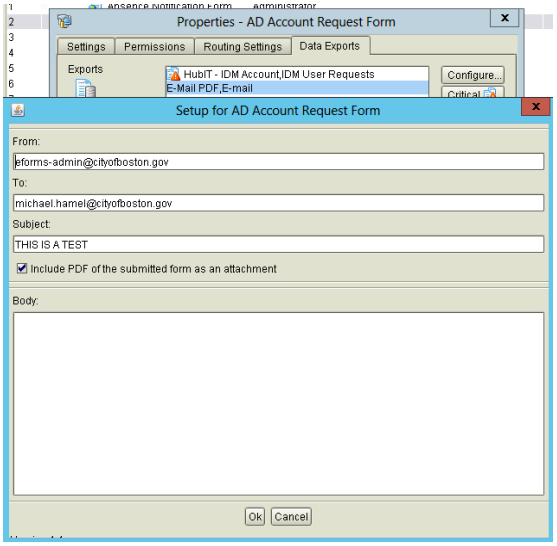
IMPLEMENTATION

With extensive technical expertise, and deep awareness of City of Boston's existing system setup, STG's consulting team met with users and admins from different government units and tailored design/solution. Several highlights designs are as follow:

SharePoint Export Plugin to provide user a front end UI, so that users can export the HPPA workflow/eForm data into SharePoint serve with high flexibility but without a single line of scripting.



Email PDF Export Plugin to delivery actual PDF copies of HPPA eForm to preferred users; this plugin also is accessible from front end UI with minimum required configurations.



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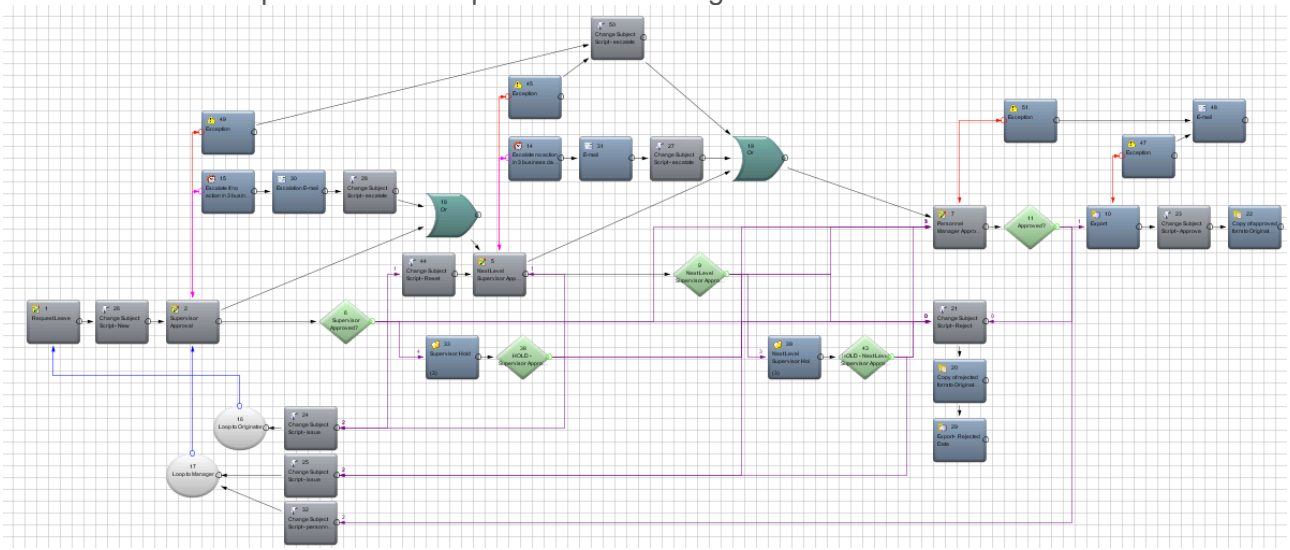
Leave Request workflow and eForms that ensure the leave/absence request be handled in timely and sequential manner. Meanwhile, Google Calendar integration has been provided to user as an initiative to export all leave request info into Google Calendar in live time.



Requested Leave - 104590 [2014-07-07] - All requests for the past 18 months

Request 1				Request 2			
From	To	Type	Hours	From	To	Type	Hours
2014-07-03	2014-07-03	VAC	1	null	null	[None]	0
2014-06-11	2014-06-11	PERS	0	2014-06-16	2014-06-16	PERS	0
2014-06-05	2014-06-05	FLOAT	8	2014-06-12	2014-06-12	PERS	8
2014-05-21	2014-05-29	VAC	39	null	null	[None]	0
2014-04-24	2014-04-24	CONF	8	null	null	[None]	0
2014-04-22	2014-04-22	VAC	1	null	null	[None]	0
2014-04-14	2014-04-14	VAC	8	null	null	[None]	0
2014-04-01	2014-04-01	VAC	2	null	null	[None]	0
2014-03-26	2014-03-26	PERS	1	null	null	[None]	0

Scries Invoice system automation and integration with TeleForm delivery a fully automatic solution for City of Boston's invoice processing. TeleForm is configured with auto batch creation so that invoices that received from emails, fax, and other means will be gathered for TeleForm pickup; and with custom identification script, the invoice images will be auto classified, processed and exported; meanwhile, a customized export has been set up to generate Scries system capable files so that the Scries Invoice system will step in and handling the payment. Detail log and tracking features are also available within this customization.

HPPA and TeleForm Upgrade/Migration. Several upgrade and migration have been done for City of Boston's HPPA and TeleForm systems. Along all those upgrades, system data, user preferences and all mentioned above customized deliveries have been reserved and properly updated to fit the new systems to ensure users will be able to exposed and benefit from most advanced features with latest release and without minimum adaption time.

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RESULTS

- With more than 127 APA eForms, workflows, TeleForm Form templates, job settings implemented, the overall work efficiency has been increased by 40%.
- Bridged HPPA, TeleForm to seamlessly work together with other applications/systems to significantly reduce human intelligence requirement to conduct migration.
- Established detailed and efficient data tracking mechanism that greatly benefit the daily practice and periodic review and analysis.
- Latest version of HPPA and TeleForm systems are implemented for City of Boston.

ABOUT SMART TEAM GLOBAL

Smart Team Global, a Global Technical Partner & VAR of HP, is a service oriented consulting firm that delivers high standard professional services for Enterprises in both private & public sectors in Northern America/Canada and Asian Pacific. Smart Team Global's mission is to provide enterprise solutions with the most reliable professional services and become trustworthy party for its Enterprise clients. STG has maintained a 100% project success rate since company founded in 2009.

Well known for its technical expertise and professional service excellence in HP Autonomy community. One of the most reliable HP Partners that is engaged with service contracts from Autonomy Professional Services worldwide and Autonomy owned MicroLink in the U.S. Federal Public Sector.

Please visit **www.smartteamglb.com** to find out more.

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