



### Business challenge

To better serve its residents, this government agency wanted to update its e-services portal by shortening the development cycle, improving the portal interface and adding mobile capabilities.

### Transformation

ELM, an e-services solution provider that serves government organizations, delivered a solution based on a suite of IBM offerings to streamline e-services development, add mobile capabilities and create a more intuitive portal interface.

## Business benefits

### Streamlines e-services

development by reducing the time needed to update and release the services

### Adds mobile capabilities

to expand the portal's reach to more citizens

### Improves portal interface

so that it's more intuitive and usable, decreasing the volume of incoming support calls

# Government agency in Kingdom of Saudi Arabia

## Accelerating e-services and mobile services development with an IBM solution

This government agency is one of numerous ministries serving citizens. ELM is an e-services development company that works with this agency to create safe and secure portal services for private sector and government organizations. Originally founded in 1986 as a research company, today ELM aims to deliver creative and modern technology solutions.

*"All of the portal e-services offered by the agency are now more responsive, plus they're all accessible from mobile."*

—Basem Yahya Zaben, Chief Architect, ELM

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## Increasing e-services reach

This government agency needed to update its e-services portal, which citizens and small organizations use to perform such tasks as obtaining travel visas and passports. With the agency's existing portal solution, it could take 2 – 3 days to update one of the existing 200 services and rerelease it. In addition to wanting to shorten this development cycle, the agency sought to improve the portal interface and add mobile capabilities to expand the portal's reach to more citizens.

## Supporting faster development

ELM used a suite of IBM offerings to streamline e-services development, add mobile capabilities and create a

more intuitive portal interface. The solution includes IBM® DataPower® devices along with IBM Web Experience Factory, IBM WebSphere® MQ, IBM WebSphere Portal and IBM MobileFirst™ software. “We are utilizing IBM Web Experience Factory to support rapid development,” says Basem Yahya Zaben, chief architect, ELM. “All of the external processes come through the IBM DataPower Gateway devices, and we have adapted IBM WebSphere DataPower XC10 for caching.” With the IBM MobileFirst software, ELM extended the portal capabilities to mobile devices. “All of the portal e-services offered by the agency are now more responsive, plus they're all accessible from mobile,” says Zaben. Finally, using the IBM software, ELM also developed a more reliable auditing process to help with security and application support.

## Improving the user experience

The agency reduced the time needed to update and release services. In addition, because the portal interface is now more intuitive and easy to use, the agency has received fewer support calls from users. Plus, users can now access the portal from their mobile devices, which broadens access to the agency's services. “The solution has also empowered technical support and operations groups by providing audit trails, so they can identify problems and solve them without having to involve development teams,” says Zaben.

### Solution components

- IBM® DataPower® Gateway
- IBM MobileFirst™
- IBM Web Experience Factory
- IBM WebSphere® DataPower XC10
- IBM WebSphere MQ
- IBM WebSphere Portal

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