

Supreme Court Commissions of Iowa



Type: System Integrator/Oracle
Technology Specialist
Founded: 1982
Location: West Des Moines, Iowa
Public/Private: Privately held
Size: 60 employees
Geography: North America
URL: www.zirous.com

Zirous is a privately held company specializing in Oracle sales, development, implementation and integration. Zirous has extensive experience with private companies and public organizations throughout the country.

Technology

Stack:

Oracle OC4-J

Oracle Application Server
Oracle Database 10g
Oracle Discoverer 10.1.2
Oracle Internet Directory 10g
Oracle Reports 10g

Integrated components:

A&A
EPay

End-Points:

Zirous, Inc. Westown 1.1

“The amount of hours saved by the Commissions office using this new system would be measured in the hundreds per year.”

- Paul H Wieck II, Executive Director and Assistant Court Administrator, Supreme Court Commissions

Partner Solution for Supreme Court Commissions of Iowa

The Supreme Court Commissions of Iowa is the Professional Regulation arm of the Judicial Branch of the Supreme Court in Iowa. The Commissions office handles all regulatory affairs for Iowa Lawyers and other legal entities, including Certified Shorthand Reporters, Continuing Education Sponsors, et al.

Zirous and the Supreme Court Commissions of Iowa have partnered together to implement a comprehensive administrative web-based application that closely models the business processes of and business logic of the Commissions office. This project included the integration of standard Iowa government services such as user Authentication and Authorization (A&A), and EPay (credit card processing). The overwhelming majority of business functions performed by the Commissions office can now be performed either through the private internal application or the public external application.

This project took slightly over a year to complete. State agencies outside of Iowa have since partnered with Zirous as a result of good references from the Iowa Supreme Court Commissions based on this and other work.

Solution Details:

1. The Iowa Supreme Court Commissions office previously used Access to store the personal information of professional entities in Iowa. Nearly all of the Commissions business processes involved manual filing paper reports by said entities. In addition, these reports were processed manually by the Commissions staff in order to be entered into Access. The sheer volume of information became too great to be handled by Access. The amount of time required to manage the incoming requests by paper was also growing beyond the capacity of the Commissions staff. The root of the problem for the Supreme Court was the use of Access as a storage technology in addition to the lack of accessibility to the information kept in this database. Access could not handle the needs of an enterprise such as the SCC, whilst Oracle products are designed specifically for such enterprise environments. The Oracle technologies used in this project have allowed for the following improvements:
2. The ability to house the current volume of information with ease, in addition to the ability to expand the storage volume as business needs dictate.

3. The ability to provide better customer service to professional entities and their affiliated parties in light of thorough record handling.
4. All report submissions by professional entities in Iowa can be submitted electronically via the External interface. Conversely, all electronic report submissions by professional entities in Iowa can be managed by the Commissions staff via the internal interface.
5. Similarly, professional entities can manage their personal information via the External interface whilst the Commissions staff can manage all entity information via the internal interface.
6. Integration with A&A lets professional entities use their "Single Sign On" credentials across multiple State applications including the External interface of the Supreme Court Commissions site.
7. Integration with EPay allows credit card information to be gathered and processed electronically - thereby removing the need for any manual intervention of the majority of all submitted reports.
8. The addition of Zirous's "Westown" product gives the Commissions office staff a secure, centralized location for storing, managing, and running all available SQL reports.



"The SCC is a prime example of a large organization with complex business requirements. A solution using Oracle's Fusion Middleware in conjunction with some custom java work will provide the Commissions office with long lasting process stability while maintaining flexibility."
- Mike McDermott, Chief Executive Officer, Zirous