

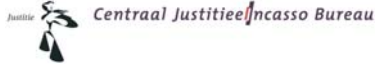
HP customer case study: HP Integrity servers run new system for collecting Dutch traffic fines

Industry: Public sector, Government

HP/Oracle solution is a fine idea for the Netherlands



“This HP/Oracle solution has greatly improved our IT environment and also enabled us to bring in more efficient work processes and staff changes that will save a substantial amount a year.” Jan van Dijk, director of information technology and ICT-innovation, Centraal Justitiele Incasso Bureau



Objective:

The Centraal Justitiele Incasso Bureau (CJIB), an agency operating under the Dutch Ministry, wanted to create a new service-oriented IT architecture for the collection of fines in the Netherlands.

Approach:

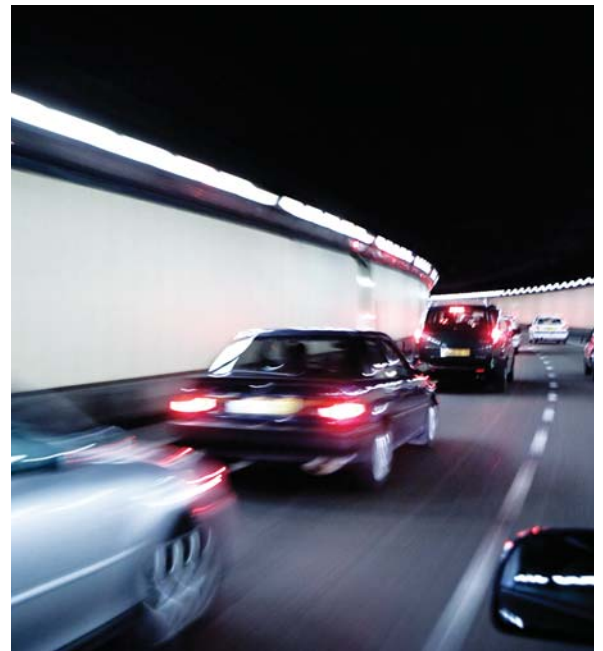
- The new architecture is based on the Oracle E-Business Suite 11i of fully integrated business applications.
- Generic solution components are re-used using Oracle BPEL Process Manager 10.3.
- Communication with partners based on ebXML messaging, using Oracle B2B.
- The platform is a cluster of HP Integrity servers running HP-UX 11i v2 operating system.

IT improvements:

- CJIB's old operating and database management systems were running out of support so the new solution delivers continuity.
- HP Integrity servers offer the Adaptive Infrastructure that is vital to support CJIB Service-oriented Architecture based on Oracle.
- The development of new fine collection systems is quicker and easier by the use of a generic 'building block' approach.
- These new systems have the scalability to cope with CJIB's constantly changing and increasing workload.

Business benefits:

- Dutch law constantly changes and CJIB now has the flexibility to cope with that change.
- New technology will bring changes in business processes and staffing which could save CJIB approximately €2 million a year.
- This is a step closer to CJIB's aim of on-line fine collection in the Netherlands.



The Centraal Justitiele Incasso Bureau (CJIB) is an agency operating under the Dutch Ministry of Justice. In the Netherlands, it is best known for collecting traffic fines, and that is not surprising because every year it processes over 12 million tickets that bring in €650 million.

However, that is only part of the story. CJIB also deals with 640,000 fixed penalty fines a year and 1,750 confiscation orders which seek to retrieve the proceeds of crime. Every year, it helps 13,000 victims of crime and co-ordinates a further 13,000 imprisonments and community service orders.

This mix of different tasks involves a complex combination of different collection methods. In addition, Dutch laws are regularly changing and CJIB's responsibilities constantly expanding. Its 50TB database (test and production data) holds details of nearly seven million Dutch drivers and is used by other agencies, including the police.

To cope with these demands, CJIB needs powerful, highly available and, most importantly, very flexible IT

Customer solution at a glance

Primary applications

- Fines collection and processing
- Database of driver information

Primary hardware

- 5 x HP Integrity rx7640 Servers with Dual-Core Intel® Itanium® 2 processors
- 2 x HP 9000 rp7420 servers
- 1 x HP Integrity rx2660 Server with Dual-Core Intel® Itanium® 2 processors

Primary software

- Oracle E-Business Suite 11i
- Oracle BPEL Process Manager 10.3, B2B (Fusion Middleware)
- HP-UX 11i v2 operating system
- HP Serviceguard software

HP Services

- HP Consulting & Integration implementation services

systems. With the help of technology consultant Capgemini, it has in 2005 embarked on an ambitious five-year project to create a new service-oriented architecture (SOA) based on Oracle E-Business Suite (EBS) 11i, Oracle Fusion middleware, HP Integrity servers running HP-UX 11i v2 operating system and an HP Enterprise Virtual Array (EVA) 8000 storage area network (SAN).

Service orientation

"When CJIB started in 1990, we first developed applications using early Oracle Designer products, which are character oriented. We also have quite a lot of systems built with Oracle Designer 6 which are client/server-based and our latest systems were developed using Oracle Designer 9i and are Web-based," says Jan van Dijk, chief information officer with CJIB. "A lot of these systems have the same functionality and because all Dutch laws are slightly different, we decided to change to a more service oriented architecture and to invest in a packet-based solution. We decided on Oracle E-Business Suite because it would reduce our ongoing maintenance and because a standard solution like this can offer you more functionality at a lower price than you can build yourself."

"The next discussion was which operating system to use because our current applications run on legacy AlphaServers and OpenVMS. We considered Linux and HP-UX and nearly all the companies we spoke to who are hosting EBS themselves, told us they chose HP-UX. Mainly ASP's run Linux. These positive references were the main reason for us to also choose HP-UX for our mission-critical system.

"For the hardware, we use Government approved vendors which includes HP. We defined requirements around 24x7 availability and scalability and the best choice was HP Integrity Servers."

To learn the best method of building EBS applications, and to acquaint themselves with the high availability, scalability, and virtualisation features of HP-UX 11i v2, CJIB IT staff first built a small pilot system to run their confiscation activities. The test phase was extremely positive and they are now implementing the first part of the new SOA, which is timed to coincide with imminent changes in Dutch law.

Pilot project

CJIB's blueprint is to start with the functional components such as finance and billing and then create a generic model of the routine processes that are

common to all its activities. Using Oracle BPEL Process Manager 10.3, this base line of standard components can then be re-used for the many different kinds of fines and sanctions that CJIB administers.

Clustered with HP Serviceguard, the new HP Integrity servers with Dual-Core Intel® Itanium® 2 processors were used to host the new pilot and are currently being used for development and testing. In the future these high-powered servers will run the full production systems because CJIB realised consistent high performance from them during the pilot stage. The staff also notes that the industry-standard Integrity architecture is simple to manage. With mission-critical virtualisation capabilities, the servers will enable the staff to scale the production environment dynamically, should the need arise.

"We have three goals - continuity, efficiency and flexibility," says Van Dijk. "Because we were running out of support for our old operating and database management systems, moving to HP Integrity servers gives us continuity and enhance our agility.

"Replacing our legacy systems has enabled us to re-design our business processes and procedures in line with IT. We need to make them more efficient in areas such as automated certification and more intelligent matching of personal data when, for example, the person paying the fine is not the person who committed the offence."

Flexible and efficient

"Most importantly, this new HP/Oracle solution will give us flexibility to efficiently develop new software products to keep pace with the constantly changing laws in the Netherlands. Now we will be able to re-use blocks of services that we have built in the past and add only the newer components."

When it started 17 years ago, CJIB had just 15 staff and it now has 900. The new technology is enabling it to re-organise their work processes and it is forecast that staff adjustments could save the organisation approximately €2 million a year.

"We have had a very good experience with HP which we consider to be one of the main vendors for this kind of complex environment that demands high availability and scalability," adds Van Dijk. "We see this new Integrity-Oracle solution as the pre-requisite for offering online collection of fines. Although not everyone will like it, our 'dream' is that if you are flashed while driving on the roads in the Netherlands, you will receive an SMS to your mobile phone to say that an electronic ticket is already on its way by e-mail."

To learn more, visit www.hp.com