

Australian Social Security Appeals Tribunal streamlines business processes using IBM Lotus collaboration tools

Overview
Social Security Appeals Tribunal Melbourne, Australia www.ssat.gov.au
Industry
<ul style="list-style-type: none"> Government
Employees
<ul style="list-style-type: none"> 100-499
Products
<ul style="list-style-type: none"> IBM® Lotus Notes® and Lotus® Domino® IBM Lotus Sametime® IBM Lotus Quickr™ IBM WebSphere® Portal Enable
Business Partners
<ul style="list-style-type: none"> e-Centric Hyperware Consulting Preemptive Consulting



**Social Security
Appeals Tribunal**

“Together, Lotus and WebSphere Portal offer us collaboration that helps us spend more time serving our clients.”

—Greig Morris
Information Technology
Business Manager
Social Security Appeals Tribunal

The Australian Social Security Appeals Tribunal (SSAT) reviews administrative decisions made under social security, family assistance law and child support legislation.

Challenge

The SSAT members and staff require access to a wide range of resources—including e-mail, calendaring, electronic documents and records and workflows—regardless of a user’s physical location. The organization also needed a high level of consistency and quality in its decision-making processes, which were hampered by inefficient distribution of information and decentralized electronic and paper-based resources.

Solution

With assistance from IBM Business Partners e-Centric, Hyperware Consulting and Preemptive Consulting, SSAT developed an employee and member portal based on IBM WebSphere Portal Enable.

The SSAT Portal provides role-based access to internal business systems, content repositories and discussion forums via the Web. By logging on, employees and members can access e-mail, calendar appointments and reference information to assist in decision-making processes. Users can search the SSAT corporate directory for contact information, and the organization plans to support internal collaboration with IBM Lotus Quickr software.

SSAT uses IBM Lotus Notes software as its primary e-mail and messaging solution, which can be accessed through the SSAT Portal via IBM Lotus Domino Web Access. IBM WebSphere Portlet Factory helped ease the creation of portal functionality by enabling SSAT to develop portlets to existing Lotus Domino applications and surface them through the SSAT Portal. The portal also harnesses IBM Lotus Sametime presence awareness and instant message capabilities to allow users to see and connect with other employees and members who are logged onto the network.



Benefits

- The SSAT Portal allows the organization to quickly standardize key business processes and implement a range of capabilities that enable a more collaborative approach to business processes
- The easy-to-manage solution provides quick access to agency information and applications, including e-mail, databases, electronic documents and records, workflow forms and more
- The SSAT Portal will provide timely information and improved accessibility to electronic resources for all tribunal members to assist in the decision-making process

© Copyright IBM Corporation 2008

IBM Software Group
Route 100
Somers, NY 10589
U.S.A.

Produced in the United States
February 2008
All Rights Reserved

IBM, the IBM logo, Domino, Lotus, Lotus Notes, Quickr, Sametime and WebSphere are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries or both.

Other company, product or service names may be trademarks or service marks of others.

IBM, e-Centric, Hyperware Consulting and Preemptive Consulting are separate companies and each is responsible for its own products. Neither IBM, e-Centric, Hyperware Consulting nor Preemptive Consulting makes any warranties, express or implied, concerning the other's products.

All statements regarding IBM future direction or intent are subject to change or withdrawal without notice and represent goals and objectives only. ALL INFORMATION IS PROVIDED ON AN "AS-IS" BASIS, WITHOUT ANY WARRANTY OF ANY KIND. IBM shall not be responsible for any damages arising out of the use of, or otherwise related to, this documentation or any other documentation. Nothing contained in this documentation is intended to, nor shall have the effect of, creating any warranties or representations from IBM (or its suppliers or licensors), or altering the terms and conditions of the applicable license agreement governing the use of IBM software.

References in this publication to IBM products or services do not imply that IBM intends to make them available in all countries in which IBM operates. All customer examples described are presented as illustrations of how those customers have used IBM products and the results they may have achieved. Actual environmental costs and performance characteristics may vary by customer