

Customer Success | State of Iowa

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Because of its broad-based applicability and easy accessibility, Jitterbit has been adopted across an array of state and local agencies. Instead of investing hundreds of thousands of dollars for comparable proprietary tools and computing resources, we've been able to make Jitterbit services available to all State agencies as a utility service, at a reasonable cost per year.

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- Michael Tutty, Enterprise Architect



About State of Iowa, DAS

The Iowa Department of Administrative Services (DAS) was created in 2003 to manage and coordinate the major resources of state government. The DAS supplies infrastructure products and services to Iowa state government customers to help them provide better service to the citizens of Iowa and support the State of Iowa in achieving economic growth. The formation of DAS is the first and largest endeavor of this kind in the country.

Why Jitterbit?

DAS needed a cost-effective, easy-to-use integration platform that state agencies could adopt. DAS selected Jitterbit because new users were able to get started quickly and Jitterpaks made sharing integration projects simple.

Summary

The State of Iowa has a program to hold payments to citizens or vendors who owe debts to State agencies (e.g. court-ordered child support payments or back taxes). DAS is directly responsible for maintaining this database of debtors within a vendor-offset program. This requires integration of data from inside and outside the state's network. In 2007, the State of Iowa passed legislation allowing county and city agencies to add their debtors to the database, leveraging the state's data processing power to secure payments of locally oriented debts (e.g., municipal parking tickets, library fees, jail fees). The new program called for the database to pull information from dozens of different file types.. Jitterbit bridged the gap to their ERP system without needing to rework the Web application that handles mixed data from outside the state's firewall.

DAS uses Jitterbit to provide secure, reliable processing of all files submitted by agencies. Its accessibility has contributed to a viral, "do-it-yourself" adoption of Jitterbit within the state.



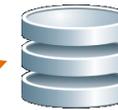
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Batch integration of many file types with the state's ERP system, customer Web portal, and back-office data

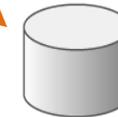
Local Agency Files



Web Portal



ERP System



Data Warehouse

Challenge

- New vendor offsets debt program required a database to pull information from more than 100 different file types inside and outside the state's firewall.
- Thousands of files from local agencies were inundating the database with incomplete files and mismatched data

Solution

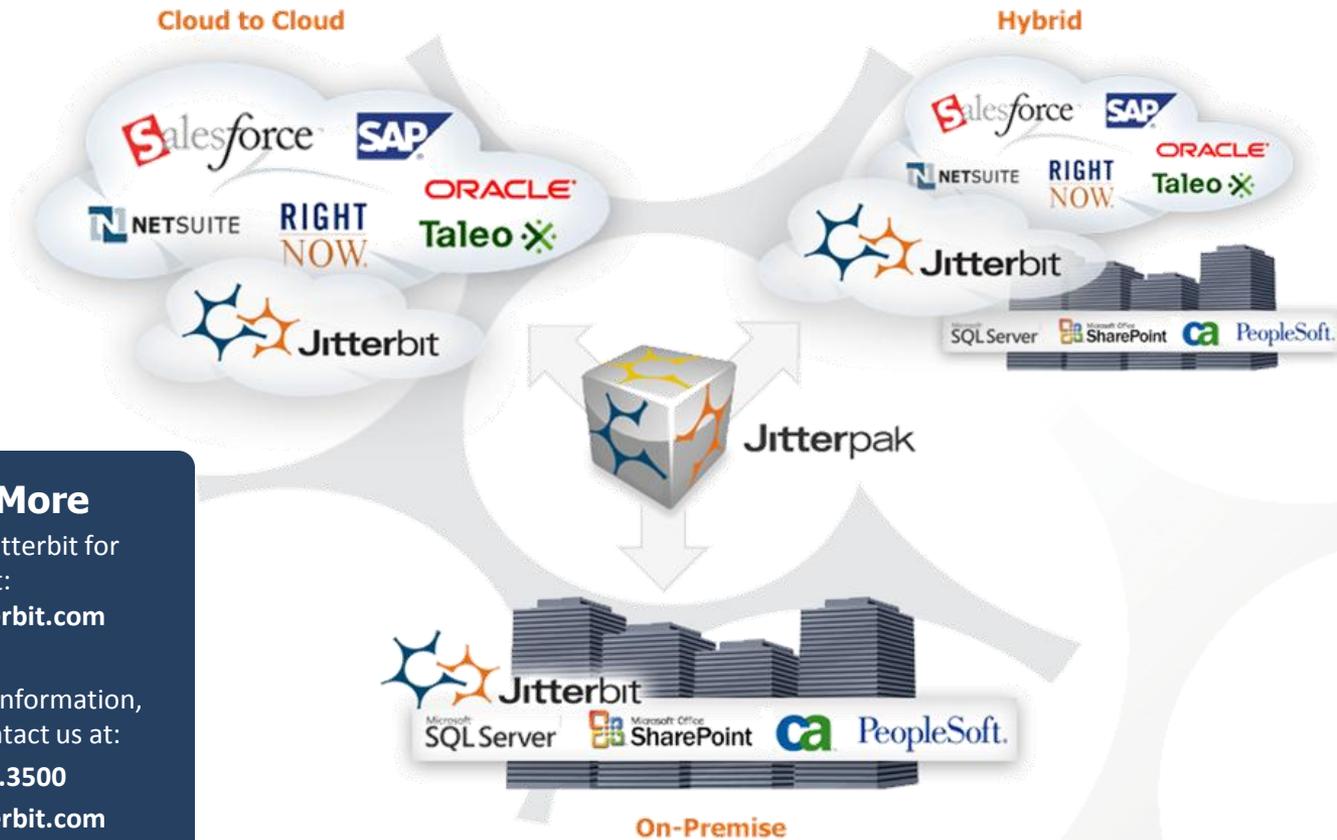
- Jitterbit
- Offer batch-oriented processing of the files submitted by various agencies.
- Bridge the gap to transactional data to handle receiving mixed types of data from outside the state's firewall without reworking their Web application.

Results

- Processes all service requests from state and local governments.
- Automatic validation of payment info to the state's ERP system.
- Updates a custom portal based on changes to back-office data.
- Allows for collection of about \$3 million a year in payments for state and local government agencies.

About Jitterbit

Jitterbit delivers powerful, flexible, & easy to use data and application integration software. Designed for the technical business analyst, Jitterbit's graphical "No-Coding" approach accelerates and simplifies the configuration and management of on-premise and cloud integration projects.



Learn More

Discover Jitterbit for yourself at:
www.jitterbit.com

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