



URL: www.miamigov.com
 Industry: State and Local Government
 Country: USA



City of Miami

IT modernization helps City of Miami reduce EMS response times and halve IT costs

Challenge

The City of Miami’s Fire Computer Aided Dispatch (CAD) system was strained by the demands of an increasing population and no longer able to integrate smoothly with new systems and functionality.

Solution

- Micro Focus Studio Enterprise Edition™
- Micro Focus Server Enterprise Edition™

City of Miami

Recognized worldwide as an international hub, the City of Miami is the largest municipality in Miami-Dade County known for its diverse culture and ethnicities. It has a population of around 400,000 that swells to over a million during the business day. The City of Miami Fire Rescue Department’s mission is to serve the citizens of Miami in a professional manner by providing rapid emergency response and other services to save lives and protect property.

State-of-the-art 20 years ago, CAD system needed updating

The City of Miami’s Fire Computer Aided Dispatch (CAD) system was state-of-the-art when it was installed more than 20 years ago. Over time, and strained by the demands of an increasing population, it was no longer able to integrate smoothly with new systems and functionality. This mainframe-based emergency fire and medical dispatch system became increasingly difficult and costly to maintain. To move off the mainframe, the City of Miami had to decide between migrating or rewriting all 80 applications and 180,000 lines of code for a modern platform. The rewrite would have taken between two and three years with an estimated cost more than double that of rehosting the applications on a new platform. The selected modernization route enabled City of Miami to migrate the system in six months at a fraction of the cost.

Highlights

- 50% reduction in IT operations costs
- Improved uptime and disaster recovery
- Flexible system and faster response times

“The primary goal for our IT modernization project is to make the City of Miami a safer place by protecting the lives of our citizens and making it easier for our emergency workers to do their jobs effectively.”

Kevin Burns,
 Information Systems Manager, City of Miami Fire-Rescue Department

Migrating to a modern, flexible platform

The migration, implemented by Micro Focus and Idea Integration, was designed to improve the speed and efficiency of City of Miami’s CAD system while ensuring its capability to meet the needs of a growing population.

Idea Integration implemented the full migration using Micro Focus Enterprise Edition. The City’s proprietary Unisys COBOL code was converted to Micro Focus COBOL that runs on Windows Server and the .NET Framework. This project also included the migration of DMSII hierarchical database to a relational database in Microsoft SQL Server® 2005 data management software.

Reduced risk approach

“The City of Miami is a good example of customer benefits that can be realized by choosing application and platform modernization. If your current application meets most of your business needs, projects that start with application re-use reduce the cost and risk of IT modernization,” says Bob Ellsworth, Director Platform Modernization, Microsoft. “In addition to realizing significant cost reduction, the City of Miami was able to create a solution that improves the well-being of its citizens. Microsoft is focused on helping customers save money in a time where IT budgets are being stretched. It is rewarding to work with our partners, Micro Focus and Idea Integration, on helping customers save money while they modernize their existing COBOL system by utilizing the cost benefits of the Microsoft Application Platform.”

The move from mainframe-based applications to a Windows environment has reduced the City of Miami’s mainframe costs by over 50%, saving at least \$900,000 per year. At the same time, the migration has enabled the City to eliminate scheduled downtime for maintenance (up to four hours per month previously), improve disaster recovery by eliminating the single point of failure, and update the system more quickly to meet changing needs. Now it’s also easier to integrate with other applications to enhance customer service.

As Kevin Burns says, “The bottom line is that we do a better job of saving lives because we migrated our system from the mainframe to .NET. The migration led by Idea Integration and Micro Focus enables us to not only improve our current processes and performance, but will be used in the future for emergency services including automatic vehicle location, global positioning and emergency dispatch systems. To do all of this without adding costs to the overburdened taxpayers has made the migration an unmitigated success.”

The mainframe to Windows migration has resulted in faster, more efficient emergency services for citizens while saving tax dollars.

Partnership delivers solid foundation for the future

The migration has enabled City of Miami to not only improve current processes and performance, but will also be used to improve future emergency services, including automatic vehicle location, global positioning and emergency dispatch systems.

“The bottom line is that we do a better job of saving lives because we migrated our system from the mainframe to .NET. The migration led by Idea Integration and Micro Focus enables us to not only improve our current processes and performance, but will be used in the future for emergency services.

Kevin Burns,

Information Systems Manager, City of Miami Fire-Rescue Department

Steve Ziff, President of Idea Integration says, “The partnership we have with Micro Focus is a clear example of how we are continually looking to improve the efficiencies for our customers. The success realized at the City of Miami is a testament to the relationship Idea Integration has with Micro Focus.”

About Micro Focus

Micro Focus, a member of the FTSE 250, provides innovative software that allows companies to dramatically improve the business value of their enterprise applications. Micro Focus Enterprise Application Modernization, Testing and Management software enables customers’ business applications to respond rapidly to market changes and embrace modern architectures with reduced cost and risk.

Contact us at: www.microfocus.com

©2011 Micro Focus IP Development Limited. All rights reserved. MICRO FOCUS, the Micro Focus logo, among others, are trademarks or registered trademarks of Micro Focus IP Development Limited or its subsidiaries or affiliated companies in the United Kingdom, United States and other countries. All other marks are the property of their respective owners. sCSCOFM0811