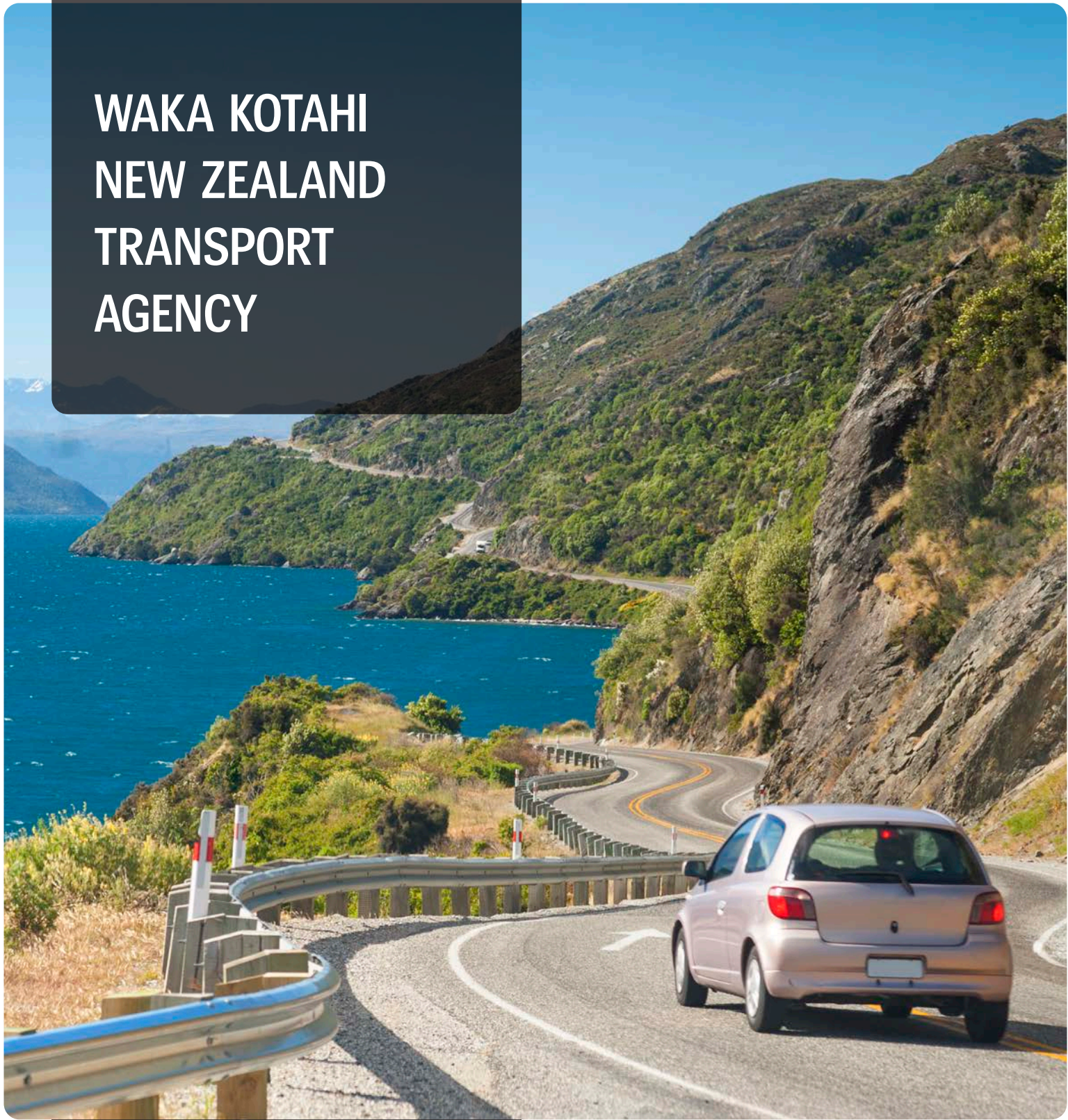


WAKA KOTAHI NEW ZEALAND TRANSPORT AGENCY



ENABLING GREAT JOURNEYS TO
KEEP NEW ZEALAND MOVING
CLIENT CASE STUDY

The digital era has raised people's expectations for fast, efficient and secure digital services – and government agencies are not immune.

For the Waka Kotahi New Zealand Transport Agency, this means providing convenient, secure, and easy-to-use services to millions of road users and associated parties, while always supporting its overarching mission to keep road users safe.

The Waka Kotahi New Zealand Transport Agency is a multifunctional agency with responsibility for a wide range of road usage services, from managing vehicle registrations, providing access to data for approved agencies, ensuring road users are suitably qualified to drive on New Zealand roads to managing the state highway network.

For more than 25 years, Unisys has played a critical role supporting the Agency's mission by helping ensure its core transport registry, auxiliary systems and processes remain modern with a strong focus on customer service and employee productivity, while also adhering to the highest levels of security.

These core systems are integrated with a multitude of third-party applications and diverse services, such as enabling online payment for toll roads across New Zealand and entry of warrant of fitness for 3,500 garages. Other integrations include providing access to Registry information for 3,300 vehicle traders and councils, submission of practical driver licensing test results to the Register, pre-registration of all vehicles entering the country, and real-time access for government enforcement agencies such as the New Zealand Police, Ministry of Justice, Department of Corrections and Border Security/Customs.

The two organizations have established a highly collaborative working relationship whereby Unisys has worked closely with the Agency to introduce new technologies and processes that deliver greater flexibility and ensure staff and citizens have the best possible experience.

Driving to a Modern Future

Over the past decade, this has included Unisys collaborating with the Agency to develop and deliver four key initiatives relating to IT modernization and service enhancements.

The first initiative, the Waka Kotahi New Zealand Transport Agency's Business Change Program, commenced in 2012 and sought to modernize the core Registers platform to help it more readily align with legislative changes. This program was delivered in three phases alongside four significant legislative work streams, and required Unisys to migrate systems from Unisys mainframes to Windows platforms. This included the transfer of more than 1.7 billion records over two weekends.

The Business Change program is estimated to have delivered NZ\$80 million in savings and generated a 26% cost reduction in IT maintenance and operational costs, with improvements to transaction response times of between 30% and 40%. It also won the ITEX Computerworld Project of the Year award in 2012.

Taking an Agile and Collaborative Approach

A second initiative saw Unisys deliver an updated Land Transport Registry System for vehicle and driver licensing, road user charging and vehicle inspections. The goal of this project was to create a system that could make key driver license services available online, and also help the NZTA reflect regulatory and policy changes faster to ensure New Zealand road users benefited from them sooner.

Unisys and the Agency created a dedicated multi-disciplined team comprised of staff from different functions across the two organizations, as well as from vendors and government departments, and actively fostered a culture of collaboration and innovation. Together they employed Agile project methodologies and a DevOps delivery environment to deploy innovative technology, with regular customer testing.

The use of this cross-functional collaborative approach resulted in more efficient delivery, with the traditional six to nine-month delivery cycle reduced to just three months. In one example, this meant changes stemming from the introduction of new small passenger service legislation that could be enacted in just nine weeks.

The new system enhanced the experience for New Zealand citizens interacting with the Agency by enabling them to apply online for a replacement driver license or a new transport service license.

Secure Cloud Transformation

The third initiative involved Unisys migrating the core Registers platform and other applications from dedicated infrastructure within the Unisys Data Center to a private cloud platform providing the Agency a consumption-based model. This project involved the migration of approximately 400 existing Waka Kotahi New Zealand Transport Agency virtual machines and was completed without any disruption to the users and services.

This initiative delivered several benefits to the Agency including a reduction in both capital expenditure and ongoing operating costs. The private cloud also provided a higher security-to-effort ratio by implementing security controls that were native to the new infrastructure.

The migration to the Unisys private cloud provided more flexible and faster provisioning and increased platform resilience through high-availability and proactive IT operations.

A License to Better Experiences

The fourth and most recent initiative focused on the Agency's administration of Road Knowledge proficiency tests. These enable would-be drivers to obtain a learner driver license that are administered by agents authorized to run the tests on the Agency's behalf. More than 185,000 tests are completed annually at over 100 sites, including 15 mobile testing locations.

Because many would-be drivers are young or new to the country, this test is often their first interaction with the New Zealand Government. Hence, it was important to the Agency that this important step in their life was also a positive experience for them.

The Agency sought to utilize new technology to modernize and increase the flexibility of the system. Its goals included the elimination of manual rekeying of data and making it easier to access the system via portable internet – enabled devices.

Unisys called upon its existing experience in Agile deployment with the Agency to introduce a low-code rapid application development platform from its partner OutSystems, backed by Unisys' CloudForte® suite of services which are designed to accelerate digital transformation and application modernization within the cloud. The OutSystems physical infrastructure is hosted in the secure data centers of Amazon Web Services.

Combined with mature agile practices, the drag-and drop application development interface of the low-code platform enabled new applications to be delivered quickly. The result was a cloud-based service that was implemented in less than six months, and whose flexible nature meant it could also respond rapidly to future legislative changes.

Would-be drivers are now able to complete the theory component of their testing from any location, and more tests can be run during peak demand periods, such as school holidays. Direct integration with the Agency's Drivers License Register and automated processing has eliminated manual data entry and enabled a seamless process from booking a test through to receiving the notification of results, while the time taken for agents to administer the test has dropped by approximately 20%.



Securely Managing Complexity

Security has been a key aspect throughout all of Unisys' engagements with the Waka Kotahi New Zealand Transport Agency. The systems managed by Unisys include highly sensitive data, such as driver license identities and PCI payment information.

Their development has involved integration with numerous third parties and applications that offer diverse services including toll payments, garage assessments, and submission of the results of the practical component of driver license testing to the Register.

Hence, at all times Unisys has been required to ensure the new systems have been developed and managed at the highest level of security and are implemented in a robust multi-platform environment.

By taking a truly agile and collaborative approach, Unisys and the Agency have delivered better services to the people of New Zealand faster – ensuring a better experience while supporting the Agency's overarching mission of keeping the people of New Zealand safe on the roads.

Unisys provides managed and professional IT services across the following areas:



- Applications management and administration services
- Digital experience platform services
- Cloud transition services
- Service management services
- Server management and administration services
- Storage and archive management services
- Infrastructure support services
- Network management and administration services
- Database management and administration services
- Security management and administration services

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This case study is a description by Unisys of the services provided to the Waka Kotahi New Zealand Transport Agency for several projects and is not an endorsement by Waka Kotahi New Zealand Transport Agency of those services.



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