

The Mississippi Department of Employment Security upgrades its Unemployment Insurance system with the help of TCS

*"The repayments are where the actual value add is. But this also shows us that **MDES is able to handle 3 times the volume with same or less staff all because of ACCESS Mississippi.**"*

- Mohammed Jalaluddin
MDES Project Manager (Technical)

The Mississippi Department of Employment Security (MDES) wished to upgrade and enhance its legacy Unemployment Insurance (UI) system, to take advantage of the latest technologies and platforms and provide an improved level of service to the citizens of Mississippi. TCS developed a comprehensive and integrated web-based UI system, which used state-of-the-art technology and completely integrated all Mississippi UI tax functions. This system has resulted in a great degree of automation, leading to savings in costs and effort for both employees and citizens.

Client
Mississippi
Department of
Employment Security

Industry
Government

Offering
Public Infrastructure
Solutions

About the Client

The Mississippi Department of Employment Security (MDES) is a federally funded state agency. The programs of the MDES, under the direction of the governor of Mississippi, report to the federal government of the USA. MDES provides an array of services from WIN (Workforce Investment Network) Job Centers located throughout the state and two call centers. These include convenient, one-stop employment and training services for employers and job seekers, as well as unemployment payment services to workers during temporary periods of unemployment.

Business Challenge

The Mississippi Department of Employment Security (MDES) was encumbered with a 30-year-old batch processing Unemployment Insurance (UI) system that operated on a Fujitsu mainframe, using VSAM file structures and Model 204 DBMS.

MDES decided to upgrade the system to create an electronic workplace that maximized the use of available technologies to automate processes, and to provide new and improved service options to Mississippi's employers and claimants. It wished to replace the agency's current legacy system with an Internet browser-based system, later called ACCESS Mississippi (Automated Comprehensive Claims & Employment Services System), which used state-of-the-art technology and completely integrated all Mississippi UI tax functions. The transformation included the upgrade from a non-relational to relational database, from batch to real-time updates, from paper to Internet-based user interfaces and from mainframe computing to an n-Tier technical architecture.

The organization felt that this would enhance the ability and effectiveness of the staff, by increasing access to information through the automation of major functional components, eliminating bottlenecks, and improving productivity through workflow and document management tools. Further, it would facilitate coordination and information sharing with both internal and external organizations, clients and constituents, and control operational costs.

MDES selected TCS to be its partner through a competitive bid process in this engagement, based on TCS' superior migration methodologies and vast domain experience.

TCS' Solution

TCS helped develop an upgraded Unemployment Insurance (UI) system for the state of Mississippi. The web-based UI system, one of the most comprehensive and integrated systems in the USA, was developed by TCS from the ground-up, right from requirements gathering and design to implementation, and was available 24x7 to both internal and external users. The new system had the necessary capabilities such as processing logic, integration of components (hardware and software) and the interfaces with the external systems to interpret these inputs, process them and respond effectively and efficiently. Other features of the solution included:

- Questionnaire Engine – An xml-based engine to generate a “Fact-finding Questionnaire” at run time, reducing the need for staff training and re-investigations
- Overpayment Prevention Algorithm – the unique algorithm-based profiling of claimants helped identify any issues before payment was made to the claimant.
- Customer Quick Response – This capability provides an access code and an Internet URL for each correspondence document. This gives users the choice to either respond to correspondence by filling the paper questionnaire or by visiting the URL and entering the access code, which would then pull up as much information as possible in a pre-populated electronic questionnaire.

TCS utilized its Global Network Delivery Model (GNDM™) to deliver the solution in an onsite/offsite mode. Resources at the client site, worked seamlessly with the team working at the offsite location in the Jackson Metro area, drawing on the TCS project management methodologies to deliver the project successfully to the satisfaction of the customer.

“November 2009, Mississippi will be one of the first states in the country to pay the EUC Tier III, thanks to the ACCESS MS Unemployment Insurance system developed by TCS.”

- JD Pinnix
MDES Project Manager (Business)

Experience certainty

True certainty of success comes from working with a partner you trust to provide the insight, support and expertise that will propel your business forward. Experiencing certainty with TCS means you can count on results, partnership and leadership.

Results

The engagement with TCS provided MDES with the following benefits:

- An enhanced and integrated web-based Unemployment Insurance system with maximum automation, leading to fewer manual errors.
- Self service option, leading to projected savings (due to reduction in manual effort) of
 - processing of notice to employer of claim-filed response – approximately 5110.5 person-hours or 10% per annum
 - Employer tax registration and tax and wage reporting by employer – approximately 1000 person-hours per annum.
- Automated overpayments detection, resulting in an approximate savings of 2000 person-hours per annum
- Fraud determination – resulting in an annual effort saving of 2000 person-hours

About TCS' Government Industry Solutions Unit

TCS' Government Industry Solutions Unit is primarily engaged in helping national and state governments to align their services with the changing needs of citizens and stakeholders. With the rapid pace of change in the IT industry, there has been a shift in focus from the traditional inputs of a production process to the processes involved in the creation, storage, dissemination and use of information. An IT driven system of Government works better, costs less, and is capable of servicing citizens' needs as never before. Analogous to e-commerce, which allows businesses to transact with each other more efficiently (B2B) and brings customers closer to businesses (B2C), TCS' Government practice aims to make the interaction between government and citizens (G2C), government and business enterprises (G2B), and interagency relationships (G2G) more friendly, convenient, transparent and inexpensive. The resulting benefits are a higher revenue growth and reduced cost.

Contact

For more information, contact government.isumarcom@tcs.com

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About Tata Consultancy Services (TCS)

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT and IT-enabled infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model™, recognized as the benchmark of excellence in software development. A part of the Tata Group, India's largest industrial conglomerate, TCS has a global footprint and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

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