

Metastorm Success Story: Government

[AMTI - Process Automation Success Story](#)

AMTI has used Metastorm BPM® to become a more productive and efficient organization and become Tetra Tech's expert on Sarbanes-Oxley compliance. In addition, AMTI was able to leverage its experience with Metastorm BPM to help one of its Federal Government customers save \$400,000 on a single procurement.

[AMTI - CMMI Success Story](#)

AMTI leveraged Metastorm BPM® to help obtain certification on its software development capability, including the automation of a Change Management process that adheres to Software Engineering Institute (SEI) Capability Maturity Model Integrated (CMMI) standards.

[Australian Government Department of Finance & Deregulation](#)

Metastorm BPM® is used by this government agency to manage its Ministerial Operations and Correspondence Tracking.

[Bracknell Forest Borough Council](#)

Using Metastorm BPM®, the Bracknell Forest system was tailored so that citizens can electronically get information about services including refuse collection, repair of street lights and paying local taxes by using a personal, secure account. They also can offer online comments about development projects underway in the local area.

[City of Norfolk, Virginia](#)

The City turned to Metastorm BPM® to automate its processes city-wide. Since most City functions are process-driven, the Metastorm software gives the City the tool it needs to automate endless applications – therefore enabling the City to be more efficient and to increase accountability.

[City of Provo, Utah](#)

Using Metastorm BPM®, the City has automated its Citizen Inquiry Management process cutting response time to citizens has in half and enabling the City to go to a four-day work week, saving one day of associated operational costs.

[City of Richmond, VA](#)

The City of Richmond is using Metastorm BPM® to help take control of its processes through automation. Implementing Metastorm BPM software has given the City the ability to make the right strategic decisions on how to streamline and improve its operations – allowing them to create greater efficiency and improve citizen service.

[City of Walnut Creek, CA](#)

The City turned to Metastorm BPM® to automate its enterprise-wide processes and most specifically Core Strategies Projects Tracking and Management and Citizen Complaints tracking.

[City of Winston-Salem, NC](#)

The City of Winston-Salem selected Metastorm BPM® to manage its procurement process. The City has deployed Metastorm to support a Web-enabled, streamlined, collaborative procurement process to facilitate collaboration between internal departments and external vendors.

[El Paso County, Colorado](#)

By automating its Agenda Management process using Metastorm BPM®, the county will be able to digitize and aggregate all the backup data from the various departments at the commissioners' offices and then enable each of the users to have insight into where these items are in the process and when they are approved to go on the BoCC agenda.

[Hampshire County Council](#)

The County selected the Metastorm BPM® Suite to create OT Direct, a collaborative call center and case management solution.

[Kanton Luzern](#)

Kanton Luzern chose Metastorm BPM® to manage its planning and building application requests and the examination of applications enabling it to measure response times and achieve central government deadlines.

[Louisiana Department of Social Services Office of Family Support](#)

The OFS Fraud and Recovery Section selected Metastorm BPM® to manage its investigative activities.

[Mid Devon District Council](#)

Mid Devon District Council sought to better serve citizens through improved customer service and increased efficiency and to address these challenges the Council invested in e-Service Desk from ICCM which is built on top of Metastorm BPM®.

[Oregon PERS](#)

Oregon PERS used Metastorm ProVision® to convert a legacy mainframe pension system into a Commercial Off-The-Shelf (COTS) product.

[Stirling Council](#)

Stirling Council chose Metastorm BPM® as a backbone to drive processes within and between its contact center and service departments.

[Tayside Contracts](#)

Tayside has deployed Metastorm BPM® to handle the vast amounts of correspondence that arrives every week resulting in streamlined procedures, better responsiveness to constituents, and drastically reduced administration time.

[The World Intellectual Property Organization \(WIPO\)](#)

WIPO used Metastorm BPM® to create a new electronic leave request system that has reduced the time spent by employees and managers in handling leave requests. Now a process that previously took three to four days can be completed in fifteen to thirty minutes.

[U.S. Air Force - Common Integration Environment](#)

The U.S. Air Force uses Metastorm ProVision® and Metastorm BPM® for Lean Six Sigma. Learn how the Common Integration Environment Business Process Reengineering Transition resulted in increased efficiencies, reduced costs, enhanced productivity, and significant ROI.

[U.S. Social Security Administration, Office of the Inspector General](#)

OIG is currently using Metastorm BPM® as the basis for its National Investigative Case Management System

(NICMS). The NICMS is used by SSA to track detailed information pertaining to allegations and cases of fraud, waste and abuse in SSA programs.

U.S. Treasury Community Development Financial Institutions Fund (CDFI)

CDFI has built an eGrants Applications Process based on Metastorm BPM® which routes and tracks over 1,000 CDFI Fund grants, loans, tax credits, and disbursement and certification applications annually –providing instant access to critical applicant and grant information.

U.S. Department of Justice, Office of the Federal Detention Trustee

Using Metastorm BPM®, the DOJ OFDT created eDesignate – a paperless case management system that support cross-agency collaboration on detention issues. The system is used to manage the prisoner designation process from the Courts, the United Marshals Service (USMS), and the Federal Bureau of Prisons (BOP).