Australian Social Security Appeals Tribunal streamlines business processes using IBM Lotus collaboration tools

The Australian Social Security Appeals Tribunal (SSAT) reviews administrative decisions made under social security, family assistance law and child support legislation.

**Challenge**
The SSAT members and staff require access to a wide range of resources—including e-mail, calendaring, electronic documents and records and workflows—regardless of a user’s physical location. The organization also needed a high level of consistency and quality in its decision-making processes, which were hampered by inefficient distribution of information and decentralized electronic and paper-based resources.

**Solution**
With assistance from IBM Business Partners e-Centric, Hyperware Consulting and Preemptive Consulting, SSAT developed an employee and member portal based on IBM WebSphere Portal Enable.

The SSAT Portal provides role-based access to internal business systems, content repositories and discussion forums via the Web. By logging on, employees and members can access e-mail, calendar appointments and reference information to assist in decision-making processes. Users can search the SSAT corporate directory for contact information, and the organization plans to support internal collaboration with IBM Lotus Quickr software.

SSAT uses IBM Lotus Notes software as its primary e-mail and messaging solution, which can be accessed through the SSAT Portal via IBM Lotus Domino Web Access. IBM WebSphere Portlet Factory helped ease the creation of portal functionality by enabling SSAT to develop portlets to existing Lotus Domino applications and surface them through the SSAT Portal. The portal also harnesses IBM Lotus Sametime presence awareness and instant message capabilities to allow users to see and connect with other employees and members who are logged onto the network.

“Together, Lotus and WebSphere Portal offer us collaboration that helps us spend more time serving our clients.”

—Greig Morris
Information Technology Business Manager
Social Security Appeals Tribunal
Benefits

- The SSAT Portal allows the organization to quickly standardize key business processes and implement a range of capabilities that enable a more collaborative approach to business processes.

- The easy-to-manage solution provides quick access to agency information and applications, including e-mail, databases, electronic documents and records, workflow forms and more.

- The SSAT Portal will provide timely information and improved accessibility to electronic resources for all tribunal members to assist in the decision-making process.