

The Missouri Department of Transportation keeps the wheels of commerce turning.

Overview
Missouri Department of Transportation (MoDOT) Jefferson City, Missouri, USA www.modot.mo.gov
Industry <ul style="list-style-type: none"> Government
Hardware <ul style="list-style-type: none"> IBM System p5 570 IBM System p5 595
Software <ul style="list-style-type: none"> IBM WebSphere Commerce Application Server
IBM Business Partner <ul style="list-style-type: none"> Huber & Associates



The Missouri Department of Transportation took a major electronic leap forward in e-government service delivery, and, in so doing, created massive changes—simplified processes and improved safety and traffic flow across the state.

Challenge

The commercial transportation industry is the backbone of the U.S., yet for most motor carriers, ensuring regulatory and tax compliance can be daunting, time consuming and highly complex. In Missouri the situation was further complicated by disparate business processes and non-integrated applications across four state agencies in six different locations.

Solution

Working with IBM and IBM Business Partner, Huber & Associates, Missouri created a massive state-wide change in core processes by first establishing the MoDOT, a Motor Carrier Service (MCS) division, as the single point of contact for motor carriers in the state—with a single Internet portal that provides access to MoDOT applications anytime, anywhere. But the MoDOT is far more than an online portal where carriers access forms—it enforces state laws and regulations. With its new-found ability to effectively audit carrier regulatory compliance, the state has begun to see some real changes in core areas such as traffic flow and road safety.

Benefits

- 75 percent of all approved permits initiated over the Web within three months of the MoDOT implementation
- Doubled the collection of Overdimension/Overweight permit fees due to expanded data capture
- Improved traffic flow and road safety on state highways
- Dramatically reduced administration time of carriers and increased revenue to the state



© Copyright IBM Corporation 2007

IBM Corporation
Global Solutions, Industry Marketing
294 Route 100
Somers, NY 10589
U.S.A.

Produced in the United States of America
10-07
All Rights Reserved

IBM, the IBM logo, ibm.com, System p and WebSphere are trademarks of International Business Machines Corporation in the United States, other countries, or both.

Other company, product or service names may be trademarks or service marks of others.

This case study illustrates how one IBM customer uses IBM products. There is no guarantee of comparable results.

References in this publication to IBM products or services do not imply that IBM intends to make them available in all countries in which IBM operates.