

Information Management Software Services Single View of a Person/ Citizen Capability



Highlights

- ***Creates a trusted view of information and delivers a 360 degree view of a party***
- ***Combines the benefits of managing master data with IBM's InfoSphere MDM Server, InfoSphere Identity Insight and Global Name Recognition (GNR) products***
- ***Provides near real time triggers, alerting the customer of the need to take further action***
- ***Can be leveraged across several industries, including Government, Healthcare, Banking, and more***

Gaining an accurate, trusted view of party data which could include clients, suppliers, partners, and others, is a critical challenge facing government, financial services, insurance and many other industries. More than ever, effective master information management is the key to innovation and business process optimization. Organizations at all levels are seeking the ability to implement the Single View of a Person / Citizen in order to:

- Maintain a 360 degree view of a person, citizen or organization and discover non-obvious relationships
- Reduce the risk of threat, fraud and collusion
- Maintain an authoritative source of master information
- Deliver trusted information about a person or organization
- Maintain legislative compliance, and implement software to support a data governance strategy

IBM's Single View of the Person/ Citizen solution combines the benefits of managing master data with IBM's InfoSphere MDM Server, InfoSphere Identity Insight and Global Name Recognition (GNR) products to create a trusted view of information, and deliver a 360 degree view of a party including their relationships with other parties.

This combination of technology provides an approach so systems integrated with MDM Server can receive near real-time alerts triggering the need for further investigation. With our comprehensive integration organizations in several industries can solve their Master Data Problem and achieve that total 360 degree view of a Person or Citizen and address any issues discovered as they occur.

What Our Services Team Provides

The Information Management Software Services team will configure the InfoSphere MDM Server, InfoSphere Identity Insight, Global Name Recognition (GNR), and IBM's Single View of the Citizen Software accelerators to support the end to end integrated Offering as defined below.

Integration of MDM Server with Identity Insight

This Services Accelerator provides a bridge to process and promote alerts generated from Identity Insight back into MDM Server so that discovered relationships can be maintained as part of the 3600 view of a party.

Integration of MDM Server with Global Name Scoring (Name-Hunter)

This Services accelerator provides the ability to leverage multicultural name support to support name-centric queries.

Synchronization Point

This Services accelerator provides a synchronization point to control the distribution of person/citizen master data in a standardized way either internally or externally to an organization.

Documentation and Architectural Overview

Each client's needs are specific and somewhat different. The IM Software Services team will provide documentation on the integration between all the involved components and their specific configuration.

Industry-specific pain points and benefits

This capability can also address industry specific pain points and provide benefits in a number of different industries, including the following: Our Services team can configure these accelerators for specific industries to address specific needs within those industries.

See Table 1.

Deliverables

During an Information Management Software Services engagement, each client will receive:

- Accelerator Installation and Configuration documentation
- Solution Architecture Overview and documentation
- Customized EAS bridge to MDM Server run-time code, jobs for set-up and incremental batch loads
- Customized MDM Server run-time integration with GNR NameHunter, jobs for setup and incremental batch loads of GNR Names DataList

Table 1.

Industry	Existing pain points	Outcomes influenced by SVoP
Government	<p>Social Services:</p> <ol style="list-style-type: none"> 1. Simplify benefit coordination, reduce unnecessary expenditures <p>Tax Agencies:</p> <ol style="list-style-type: none"> 1. Revenue collection – single view of citizen across tax products <p>Public Safety & Security</p> <ol style="list-style-type: none"> 1. Improved officer safety through better identification of criminals and their activity 	<ul style="list-style-type: none"> • Improve operational efficiency, balance risks, security, and compliance • Reduce costs of social services • Predict and prevent threats to public safety
Healthcare Provider	<ol style="list-style-type: none"> 1. Reduce time and costs of pro-cedure requisition and results review 2. Improve patient care and re-duce medical errors (HIE) 3. Validate eligibility for services and prescriptions 	<ul style="list-style-type: none"> • Quality outcomes management • Improve operational performance • Reduce risks
Banking	<ol style="list-style-type: none"> 1. Increase effectiveness of multi-channel campaign programs to increase products sold per cus-tomer 2. Reduce threat and fraud associ-ated with account opening and loan origination 3. Improve risk forecast and risk monitoring 	<ul style="list-style-type: none"> • Drive profitable growth • Cut costs to improve operational efficiencies • Optimally manage risk and comply with regulations

Your Independence is our Greatest Success

That is the underlying theme to our delivery approach for the Information Management Roadmap Workshop. We believe that nothing is more important than transferring our knowledge to your organization and supporting your objective to become self-sufficient. This provides you with long-term self-sufficiency through our mentored and parallel working approaches.

Engage Today

With a world-wide team of highly trained services professionals, the IBM Information Management Software Services team can help build your solution with confidence while assuring that the business needs and expectations of your organization are met. Our experts are ready to assist your organization with:

- Establishing project goals and expectations
- Maximizing the return on your investment
- Reducing project delivery times, complexity and risk through the delivery of proven offerings
- Reducing total cost of ownership

Available for whatever the delivery approach your business requires, the IBM Information Management Software Services team will produce results quickly, and will help to put your project on the road to success.

For More Information

For more information regarding this or any services offerings, please visit the IBM Information Management website at:

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