

EXIGEN® SERVICES: CASE STUDY

DOCUMENT MANAGEMENT SYSTEM FOR THE LATVIAN PARLIAMENT

“Exigen Services is one of the most important partners of the Saeima Information Department in the field of information technologies. Exigen Services has developed and implemented our Personnel Management System and Pass System, and we also started using a Document Management System developed by Exigen Services from the beginning of 2005. During our cooperation, we have found Exigen Services to be a professional partner. Its competent employees always provide prompt support for implemented systems and develop required updates.”

*Laimdota Upeniece,
Latvian Parliament
Information Department
Deputy Director*

ABOUT THE LATVIAN PARLIAMENT

In the Northern European country of Latvia, citizens are represented by a unicameral parliament having 100 members elected for a four-year period. More than 300 staff members work for the Latvian Parliament, also known as the Saeima, and are housed in four main buildings connected via a local area network. Approximately 3,000 legislative acts are processed during each parliament term.

BUSINESS CHALLENGES

The overall challenge was to provide the Latvian Parliament with state-of-the-art technology to streamline its work. The Latvian Parliament entrusted Exigen®Services (formerly, Exigen Latvia) with this challenging assignment.

SOLUTION DELIVERED

Starting in 2001, Exigen Services developed a suite of IBM Lotus Notes/Domino based products for the Saeima. The following products were delivered:

- ▶ Personnel Management System to register information on parliament deputies and all other parliament employees, including their career paths, vacations and leaves, and staff rotations. A registry of both current and former parliament deputies is maintained;
- ▶ Document Management System to store documents and process them according to a defined workflow;
- ▶ Pass System to issue and track passes for parliament visitors and their vehicles;
- ▶ Legislative Tracking System that includes laws, legislative acts, and related documents, the history of each law and legislative act, and of committee actions on laws and legislative acts;
- ▶ Inquiries from parliament deputies and responses to them and requests from parliament deputies and responses to them.

Each year, the system is used to process hundreds of documents. For example, during the ninth term of the Latvian Parliament, a total of 831 draft laws and 489 draft decisions passed through the system. The system also supports online publication of documents, which means all interested parties with Internet access can view laws and legislative acts and monitor their progress, as well as view the work of involved committees. The system significantly improves the document flow within the parliament, supporting more efficient teamwork by legislative committees.

Inquiries and requests from parliament deputies are also registered in the system. For example, if a parliamentary faction requests the resignation of a government minister, this request and all responses to it are posted in the system.





As a result, the system makes the legislative and political process more transparent. Exigen Services was responsible for the design, implementation, and maintenance of these systems and provided user training.

TECHNOLOGY

The technologies used in this project included IBM Lotus Notes/Domino, IBM LotusScript, JavaScript, HTTP, Web Services, Microsoft SQL, Microsoft C#, .NET Framework 3.5, AJAX, DHTML, and VisualBasic for Microsoft Office.

ABOUT EXIGEN® SERVICES

Exigen Services is the leading application outsourcing services provider, and combines world class skills, recognized expertise in development methodologies, and industry experience to reduce risks, lower costs and deliver results. Exigen Services has pioneered a new approach to global application outsourcing, Outsourcing 2.0 that includes commercial terms that optimize financial alignment between client and vendor. As a result, Exigen Services makes IT outsourcing a much easier and more beneficial undertaking for global enterprises.

Since 2000, Exigen Services has been the global leader in the use of distributed Agile methods for rapid and precise systems development throughout the banking/ insurance/ brokerage, healthcare, telecommunications, government and media industries. Exigen Services has achieved high honors in a variety of independent lists and rankings, including *Brown & Wilson Black Book of Outsourcing* in 2008, *Global Services 100* in 2009, *Inc Magazine's* 2008 Inc5000 and is a top 10 provider of both outsourced product development and human capital development. Clients range from mid-sized growth companies to Fortune 500 organizations including Sun Microsystems, CSC, Universal Music Group, Standard & Poor's, T-Mobile, Westpac Bank and many others.

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