

FOD Mobility—Belgian Ministry of Mobility

On the road again

Belgian Ministry of Mobility uses Adobe® LiveCycle to process more than 2,500 special transportation applications per month in record time.

While many Belgians routinely transport products across the country by truck or by car, occasionally the cargo loads exceed the normal capacities of the country's highways and byways, and require special transit to get from point A to point B.

FOD Mobility is the country's Ministry of Mobility that is responsible for managing requests for special transportation arrangements, such as road closures and escorts for especially large loads. The agency receives more than 2,500 requests per month, creating a challenging environment for executing permits and logistics in a timely manner to make sure that requestors receive their legally required oversized load licenses prior to their journeys.

FOD Mobility adopted Adobe LiveCycle solutions to automate the development of request forms, processing, and execution of special transportation arrangements. Adobe solutions enable ministry employees to leverage intelligent digital forms, automated routing, and digital signatures to manage the entire request process more efficiently and cost effectively.

"We receive thousands of requests per year and are legally obligated to process them in a certain time frame," says Marcus Spiritus, security officer for the Belgian Ministry of Mobility. "Solutions developed using Adobe LiveCycle replace nearly all the manual processes we had in place, helping to meet demand with fewer staff and fewer financial resources."

Clear, repeatable processes

Special transit requests come from all over the country, often from third parties representing a transporter. Traditionally, a transporter needing a permit filled out a paper application and mailed it into the ministry's office, where employees would manually enter request data into the system, print required documentation, and send it to the appropriate parties to be approved before mailing the license back to the requestor.

From end to end, requests could take as many as four weeks to process, with more complex requests—specific travel periods, navigating private and public roads, or crossing bridges with limited weight-bearing capacity—taking even longer to complete. Adding to the challenge were new legal regulations stipulating how long a request can take before the agency is charged back a portion of the fee citizens pay to initiate the process.

"There's a lot of specific information and logistical data required in a permit request, and any omitted or incorrect information delayed the process further, costing the agency money and citizens valuable time," Spiritus says. "Adobe LiveCycle solutions provide us with a clear, repeatable process that helps make sure all the necessary information is included with a request so it can be properly evaluated and processed faster instead of having to send it back and start over."

The Adobe solutions use dynamic digital elements designed to seamlessly guide requestors through the application process. Citizens log into the agency's website, where they're issued a system ID and password, and can select the type of application they need. When requestors choose the type of request they need based on the category of goods to be transported, a digital form is dynamically populated into a PDF file, which requestors can save directly to the system or to their desktops to complete at their convenience using the free Adobe Reader.



Federal Public Service
Mobility and Transport

FOD Mobility—Belgian
Ministry of Mobility
Brussels, Belgium
www.mobiliteit.fgov.be

The Belgian Ministry of Mobility uses Adobe LiveCycle solutions to automate the creation, routing, and approval of special transport applications. With Adobe solutions, dynamic digital forms are created in PDF, helping guide applicants seamlessly through the process for faster, more accurate completion of applications.

Federale Overheidsdienst Mobiliteit en Vervoer

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AANVRAAGFORMULIER VOOR VERGUNNING UITZONDERLIJK VERVOER
(inbegrip van het Koninklijk Besluit van 02/05/2010 betreffende het wegverkeer van uitzonderlijke voertuigen)

A. Algemene informatie

A.1. Aanvrager
Naam (van de firma): vervoer
Maatschappelijke zetel: Straat: straat Lokalisat: Antwerpen Land: België
Postcode: 2018
C.nat.: Tel: 1111 Fax: 1111
A.2. Gebruiker Zelfde als aanvrager Bestaande gebruiker Nieuwe gebruiker
Naam (van de firma): vervoer
Adres: Straat: straat Lokalisat: Antwerpen Land: België
Postcode: 2018

B. Type van uitzonderlijk voertuig

Sleep van voertuigen Enkelvoudig voertuig zonder lading Enkelvoudig voertuig met lading

Aantal assen: 4 Chassisnummer: gnc25993636
Chassisnummer van de vervangende voertuigen met zelfde kenmerken:
Enkelvoudig voertuig zonder lading: 4
Type: hghgh

C. Karakteristieken van het uitzonderlijk voertuig (alle indelingsen)

Lengte (cm)	breedte (cm)	hoogte (cm)	Massa (kg)
1.800	400	400	Massa conform het Technisch Reglement <input checked="" type="checkbox"/> Massa niet conform: Voertuigtype lozevoeren - Massa: 40.000

D. Type vergunning

Voertuig categorie 2: Zone 25km voor landbouwvoertuig
 Alle wegen in België voor voertuig van speciale constructie
 Nieuwe autovervoeren
 Netwerk klasse 90
 Ritweg (gedetailleerde ritweg bijvoegen) Bijkomende ritweg in huidige toestand

De aanvrager verklaart de aanvraag oprecht en op waarheidsgetrouwe wijze te hebben ingevuld.

Datum: _____ Handtekening van de aanvrager: _____

Vesturen

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G. VOERTUIGFICHE : ENKELVOUDIG VOERTUIG

Voertuigen	Aantal assen	Lengte (cm)	Breedte (cm)	Hoogte (cm)	Leger massa (totaal) (kg)	Max toegelaten massa (kg)
Voertuig:	4	1.800	400	400	10.000	10.000

Tabel overnemen:

- Axialiteit = aantal assen op de en de andere zijde
- Maximum toegelaten massa = technisch maximum toegelaten massa op de en de andere zijde
- Leger massa = lege massa op de en de andere zijde
- Massa (gelezen) = massa (gelezen) op de en de andere zijde
- Aantal assen = aantal assen op de en de andere zijde
- Asstype = overnemen volgens type hierboven: A, B, C, of D
- Afmetingen 1, 2, 3 en 4 = overnemen volgens afmetingen hierboven

Aslijn	Axialiteit (cm)	Max toegelaten massa (kg)	Leger massa (kg)	Massa (gelezen) (kg)	Aantal assen	Asstype	Afmetingen (cm)			
							1	2	3	4
e1	200	10.000	2.500	10.000	2	A	□	□	□	□
e2	200	10.000	2.500	10.000	2	A	□	□	□	□
e3	400	10.000	2.500	10.000	2	A	□	□	□	□
e4	600	10.000	2.500	10.000	2	A	□	□	□	□
Totaal	1.200	10.000	10.000	40.000	2	A	□	□	□	□

Challenge

- Accelerating processing of special transport licenses or permits
- Improving on-time delivery of licenses in accordance with law
- Enhancing worker productivity for cost savings and better service to citizens

Solution

- Use Adobe LiveCycle solutions to automate the creation, routing, and approval of special transit license requests
- Leverage electronic process management capabilities to capture data and route it to appropriate personnel
- Use Adobe Flash Builder and the Flex framework to create an intuitive interface for citizens and ministry employees to monitor application statuses

Benefits

- Achieved 99% on-time completion of application requests, up from 30%
- Increased revenues
- Managed more than 2,500 application requests per month
- Increased worker productivity
- Enabled citizens to initiate and monitor application request processes
- Provided on-demand printing of approved licenses

The digital forms in PDF feature built-in intelligence, which displays only relevant form fields based on predetermined business rules stored in backend databases and are applied on demand. The step-by-step guide helps requestors provide only the most relevant details for greater accuracy and completion. Once complete, a digital signature can be applied and the application can be submitted through the ministry's online portal or via traditional post.

"There are so many variables in a request that it's easy for a requestor to miss information, which slows down the review cycle," says Spiritus. "With Adobe solutions, we have a consistent, repeatable process that helps citizens specify exactly what they need to get the approval process under way quickly."

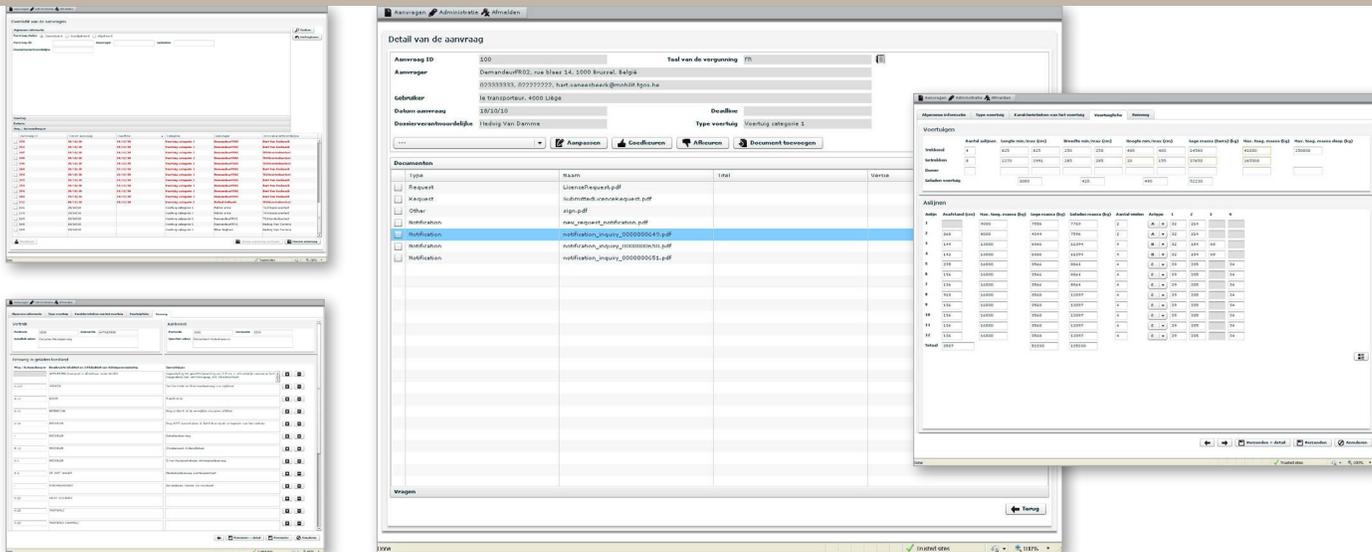
Better workflow, better service

Instead of manually sorting incoming requests arriving by mail, FOD Mobility employees have a central request repository to view, sort, and manage incoming requests electronically. Employees log into an online interface developed using Adobe Flash® Builder®, where they can see the number and types of requests coming in. "Organizing requests in a digital workspace empowers employees to prioritize requests to handle the most complex or time-sensitive ones first," Spiritus says. "They can perform a number of checks and analysis, attach additional documentation to notify customers of special instructions, or approve requests and send them off to be finalized."

Approved licenses are routed internally to appropriate ministry personnel, all the while, customers have full visibility into the status of their request using their unique ID and password to follow the process each step of the way. Once a request has been approved, a final document is automatically stored in the agency's backend SAP databases and a duplicate copy is available for customers to download as a PDF file, print it, and take it with them on their trip for verification at different checkpoints along their route.

Digitizing request approval processes has saved the Ministry of Mobility considerable amounts of money in paper and printing costs. In addition, the intuitive system requires little employee training, enabling new hires and seasoned employees alike to work more efficiently for reduced overhead. More importantly, using Adobe LiveCycle solutions to automate routing and approvals has helped the agency meet its deadlines and keep the majority of the application fees it collects.

Adobe Flash Builder and Flex provide the framework for an intuitive workspace that helps ministry employees monitor application statuses. Employees can see every application that arrives, analyze the details, attach supplementary documents, and automatically route it through other departments for rapid approval and completion of the application request.



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Marcus Spiritus
Security officer, Belgian Ministry of Mobility

Toolkit

- Adobe Flash Builder
- Adobe LiveCycle Enterprise Suite (ES).
- Modules used include:
 - Adobe LiveCycle Forms
 - Adobe LiveCycle Reader Extensions
 - Adobe LiveCycle PDF Generator
 - Adobe LiveCycle Process Management
 - Adobe LiveCycle Digital Signatures
 - Adobe LiveCycle Output
 - Adobe LiveCycle Data Services
- Flex framework

“We pay back 80% of the fees collected if we fail to meet a deadline,” Spiritus says. “Since automating our processes with Adobe LiveCycle solutions, we’re processing 99%—up from 30% when we relied on manual processes—of nearly 2,500 applications each month ahead of deadlines. It’s been an enormous boost in revenue and has a tremendous impact on our ability to deliver superior services to citizens.”

With leaner, more efficient, and cost-effective operations, FOD Mobility recovered its development costs in just two months. The cost savings and additional revenue have positioned the agency to expand its services and further streamline operations for greater savings and better service to citizens.

“In the next year, we’ll use Adobe LiveCycle solutions to consolidate our business rules further, enable more data to be carried into future permit applications, and improve the online interface for customers,” says Spiritus. “The application process will be smoother and faster than ever, helping to keep the agency self sufficient and citizens more confident that they’ll get the licenses they need when they need them.”

For more information
www.adobe.com/products/livecycle



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