

## ■ AN EASIER WAY

## LTA drives ahead to efficiency

CUT the paper trail and junk time-intensive work. That, in a nutshell, was what led the Land Transport Authority (LTA), which handles more than 12,000 vehicles approval applications each year, to streamline its business processes.

So the authority has turned to the latest advances in Internet technology to save time for users, and reduce operational costs and streamline applications and maintenance for itself.

## ■ Deliver around-the-clock service

Under the old system, motor dealers and vehicle owners had to submit their forms for vehicle approval and certification in hard copy for the LTA to vet and approve. The manual method meant that dealers and vehicle owners had to make multiple visits to LTA, say, to clarify queries, and amend and re-submit documents.

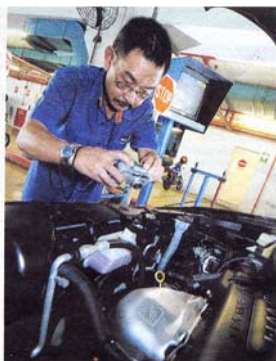
Another important function is Enforcement Inspection. This is to inspect vehicles suspected of overload and those that do not comply with the Construction and Use Rules at the LTA's Vehicle Transit & Licensing Division (VTL) office.

As there was no system that linked the other inspection centres to LTA, checks could only be done at the main office.

The authority had "always been looking at ways" to leverage on IT to up productivity and efficiency for its vehicle approval and inspection processes, said Mr Long Say Jee, LTA's manager of the Vehicle Engineering Department (VED).

The aim "so that motorists would not waste time on repeated trips and long queues."

That was how Vitas (Vehicle Inspection and Type Approval System) came about. It was designed to provide LTA with a computerised answer to replace the



The Vehicle Inspection and Type Approval System is a computerised solution that replaces LTA's old manual method.

manual system. With Vitas, hard copy applications for vehicle approval is eliminated or reduced. Which means better customer service and efficiency for the VED operations.

The first of its kind in Asia, Vitas is a web-based system which uses imaging and workflow know-how to facilitate end-to-end handling of vehicle approval applications and vehicle inspections — from the point the forms are received to the point they are approved.

Rolled out in June 2003, Vitas means that motor dealers and vehicle owners can submit their forms electronically. Once processed, the applicants can send their vehicles for inspection at any of the Authorised Inspection Centres since the system is now linked to all nine centres (AIC) located nation-wide. Vitas, developed by novacITYNETS, also interfaces with LTA's vehicle registration and enforcement systems.

## ■ Smooth transition

The first phase was done in just 12 months. This is thanks to a highly granular component-based architecture from



Sun Microsystems on the back of a well-structured development process.

Vitas was built using novacITYNETS's flagship collaborative product, Pavo. It is a web-based, secure, scalable and robust e-Government shared platform and built based on Sun's Java 2 Platform, Enterprise Edition (J2EE) standards.

The standard system-level services built into the Solaris platform and the J2EE-compliant application servers implemented has reduced development time and makes maintenance easier.

The J2EE platform enhances scalability, reliability and ease of maintenance.

The success experienced at VED will pave

## Plus points

**EASY, fast and robust** — these were the keywords that the Land Transport Authority had in mind for its new vehicle inspection and approval system.

**Easy and fast for both motor dealers and the LTA.** And robust for itself — the system would support the service-rich web portal (Vitas) that would provide anytime, anywhere access to customers. Archiving, storing and retrieving data also had to be **cost-free**.

**Plus, the system had to link all the nine LTA-authorised Vehicle Inspection Centres (VICs).** The aim: so that motor dealers could choose the inspection centre nearest to them, and the VICs could share information at the click of a mouse.

Vitas has changed the way vehicle approval applications are submitted and processed for the better. Here's how:

- ◆ **Customers**
  - Easy, fast and reliable access
  - Round-the-clock submission
  - Fewer documents to hand in
  - Faster turnaround time
  - Online tracking of approval status
- ◆ **LTA**
  - Higher operational efficiency and productivity
  - Better customer service
  - Less paperwork, easier storage and retrieval of forms
  - Streamlined work flows

the way for other departments to follow.

Since its launch, more than 280 users have registered for accounts in Vitas. This represents almost all motor dealers currently importing vehicles for

sale in Singapore.

The system has saved 40 per cent of the time it used to take to process vehicle-type approval applications at LTA.

"Our customers can now take care of the

application process from the comfort and convenience of their homes or offices and they don't have to worry about missing business hours because the portal is always open to serve them," said Mr Long.

For more information, call 1800-3663-786 or visit [www.sun.com.sg](http://www.sun.com.sg)

