

Case Study: The Texas Lottery Commission

Custom Developed Bingo Application Simplifies Online Operations and Usability

Opportunity

The Texas Lottery Commission (TLC) has systematically modernized multiple Oracle Forms and Reports applications, moving to Java and Oracle's Application Development Framework. Their incremental approach has allowed them to manage budget impact by tackling one application at a time. This approach also places a premium on maintaining continuity with a vendor that understands the agency, its legacy architecture and the goal architecture to develop solutions that can be maintained by a smaller development team.



To assist in this transition, TLC began looking for a vendor partner that had relevant experience and a proven track record of success. RFD & Associates, Inc. (RFD) fit this profile, and as a result, was selected to provide a fixed-bid statement of work for TLC's Bingo Business Process Reengineering and Custom Software Development initiative.

For this statement of work, RFD proposed a team with strong TLC and Oracle experience. This team was tailor-made to meet TLC's requirement that the application be developed in Java, using an Oracle database.

Solution

RFD was selected as the trusted vendor for the Bingo development project as a result of their previous experience with TLC and their pre-established level of trust in the development team. Because TLC had determined the legacy application to be insufficient for the work at hand, the RFD team began with Texas state law as the initial requirements, and developed the application from the ground up. In keeping with TLC's current architecture, the Bingo project was developed using Java, Oracle's Application Development Framework, and an Oracle database.



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Results

The impact of the new Bingo application has been transformative and TLC realized great success, including:

- Increased online bingo fillings to 33%, resulting in reduced mail and paper handling
- Sped receipt of online payments with less human handling
- Simplified online license applications, allowing operators to apply for licenses online, with automatic approval when no issues are flagged
- Reduced paper handling and staff time required to process applications, allowing efforts to focus on issues that have been flagged
- Improved visibility with end-to-end insight into operations of entities which hold multiple license types and increased visibility on all organizations that licensed individuals are associated with
- Improved customer service as seen in increased positive feedback on use of the new system from regulated entities like bingo game conductors and facility lessors

RFD & Associates, Inc.
401 Camp Craft Rd
Austin, TX 78746

www.rfdinc.com
info@rfdinc.com
Phone: 512.347.9411
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