



# TV Licence On-Line Access

## Case Study – An Post

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## Case Study – TV Licence – On-Line Access Project

### National TV Licence System goes on-line for customers to renew, purchase & enter contact details 24x7.

#### Business Problem

An Post is the agent for the collection of TV Licences on behalf of the *Minister for Communications, Energy and Natural Resources*. The need to offer an on line option for customers to purchase and renew their TV Licence on line was required.

Grapevine Solutions, who have supported & managed the TV Licence system since 1996, was asked to design & develop secure access to customer data on a 24x7 basis.

The National TV Licence System needed to provide existing customer data on demand as well as storing additional customer data without impacting on the existing system.

The project's key objectives were: -

- Provide stable, secure & dependable on-line access to customer data, 24x7.
- Integrate on-line access to & from [www.tvlicence.ie](http://www.tvlicence.ie)
- Minimise impact on existing TV system.
- Import customer contact details.
- Ensure Data Protection compliance in line with An Post's Policy.

Mary Harahill, Manager of TV Licence Services says; "With the introduction of [www.TVLicence.ie](http://www.TVLicence.ie), we needed customer data to be available securely & efficiently. Grapevine developed a solution quickly without the need for further investment in new technology"

#### Solution

Grapevine was asked to design & develop the interface to transmit data from the National TV Licence Database to the new on-line service.

An Post chose the solution put forward by Grapevine Solutions, that they use Web services to retrieve customer data for the website.

Grapevine have a long & successful history working with private & public sector clients who have

requirements to store large volumes of data & require high speed transaction performance and scalability.

Philip Deane of Grapevine Solutions says, "Using Caché's rich software development environment we were able to provide access to the TV Licence System for on-line customers very quickly. From a customer perspective this was done without any additional investment by An Post in new technology, providing a greater return on investment. Caché technology allows customers to achieve this"

Grapevine was able to quickly design & develop a suite of web services that securely retrieve & transmit data to on-line services. With over 1 million licence purchases per annum and with the on-line service proving to be very popular, such data web services provided by Grapevine are a key component in the overall service provided by An Post.

Since then as more on-line services were identified, the same winning approach has been used to provide additional on-line access to the TV Licence system.

#### Benefits

- Rapid development turnaround
- Minimises development costs
- Provides data securely & in near real-time to on-line customers.

#### About An Post

An Post is a major commercial organisation providing a wide range of services which encompass postal, communication, retail and money transmission services.

#### About Grapevine Solutions

Grapevine Solutions provides software solutions to clients in the public sector, finance, telecoms and healthcare. Grapevine has supported & developed the TV Licence system since 1996.