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KTA IT team highlighted in Profound Logic case study

WICHITA, Kan.— Kansas Turnpike Authority’s Information Technology team has been highlighted in a case study conducted by Profound Logic following improvements in software used by KTA’s customer service representatives while assisting customers.

The study focuses on challenges KTA employees faced with the old IBM i (green screen) computer interface and the steps taken to modernize the system.

“We were concerned about how long this kind of project would take,” said Bruce Meisch, KTA Director of Technology. “We needed to integrate an updated product with minimal business interruption.”

Profound Logic and KTA joined forces to meet the needs of the organization. Profound UI, a web-based interface, was found to be the best solution. This software is an integrated suite of tools for the IBM i operating system, which is used to host many of KTA’s applications.

“By moving our interfaces to Profound UI, we’re protecting our technology investment while supporting our company’s future success,” said Blake Butterworth, KTA Application Development Manager in the study. “IBM i is just as modern as any other business platform.”

This modernization project has increased efficiency of KTA’s staff and has enhanced customer service. “The evolution to this user-friendly tool has been extremely important to our business,” said Gary Culbertson, K-TAG Customer Service Manager.

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About KTA:
The Kansas Turnpike Authority (KTA) maintains 236 miles of user-fee supported roadway from the Oklahoma border to Kansas City. The KTA doesn’t receive state or federal tax funds. KTA’s mission is to provide safe, economical, high-quality highway transportation service to our customers. 2016 is KTA’s 60th anniversary celebrating “236 Miles of Possibility” for its users. K-TAG is the electronic toll collection program of KTA. Learn more about us at www.ksturnpike.com or www.myktag.com

For more information, contact:
Rachel Bell | Marketing & Communications Director
316.652.2673 | rbell@ksturnpike.com