Document and Workflow Management to Drive Efficiency in eGovernment

Overview

As part of its drive to significantly increase customer satisfaction, the Dutch city of 's-Hertogenbosch – the capital of the Netherlands' largest province, Noord-Brabant – launched an eGovernment initiative in order to provide online resources and services to its citizens, ranging from the latest tax information and forms to parking permit applications.

The Challenge

In order to support this initiative and ensure its citizens benefit from – and continue to adopt and use – its eGovernment services, 's-Hertogenbosch's City Council needed to invest in a technology to provide the backbone. From an internal perspective, the council required an easy-to-use solution to enable staff to easily scan, store and access documents, improve workflow processes and to integrate with its existing local government solution; all with the goal of efficient eGovernment in mind.

"eGovernment is a key aspect of our initiative to increase customer satisfaction. In order to achieve our goal, we needed a solution to help us cut costs, improve our productivity and to make citizen services available online 24 x 7." said Carine Brandts, ICT Projectleader, 's-Hertogenbosch.

The Solution

The city council evaluated a number of technology providers to meet the back-office needs of its eGovernment initiative, including IBM, Unisys and Staffware.

Key factors in the selection of IBM ECM included:

- Scalability of solution
- Integration capabilities
- Proven success

"We selected IBM ECM because it provided the best combination of quality and prices to meet our needs. Its combined document management and workflow management capabilities were exactly what we needed to drive efficiency in our eGovernment efforts," said Carine Brandts.

Implementation and technology

's-Hertogenbosch worked with a number of IBM partners to customise and implement its solution: Getronics, Novadoc, Bpi and Probus. The team rolled out the IBM FileNet solution across the organisation in a phased approach – department by department, process by process.

> *"Our citizen services have improved enormously through our eGovernment initiative. Thanks to IBM, we have sped up our internal processes and increased the efficiency of our data management. This translates to faster, higher quality services for the citizens of 's- Hertogenbosch."*
>
> **Carine Brandts**
> 's-Hertogenbosch

The customer

- ***Industry***
  Local Government
- ***Geographics***
  The Netherlands, capital of Noord-Brabant province
- ***Number of Employees***
  1,300
- ***Website***
  http://www.s-hertogenbosch.nl
- ***Implementation Partner***
  Getronics, Novadoc, Bpi and Probus
- ***Project Implementation Time***
  3 years
- ***IBM Products***
  - *IBM FileNet Content Services*
  - *IBM FileNet eProcess*

The solution is currently being upgraded to IBM FileNet's P8 platform and now has 600 users throughout the organisation. It will be rolled out to the council's 1,500 employees by 2006.

Within the council, IBM's process and document management solutions support citizen services, speeding up response times by scanning and distributing incoming applications and requests. These electronic files are then made accessible to all relevant departments throughout the council.

"The IBM ECM technology is stable and mature. The planned upgrade to its P8 platform is a major step forward for us, truly integrating the technology across the council to support our eGovernment efforts," said Carine Brandts.

The Results and Business Benefits

With the help of its IBM applications, 's-Hertogenbosch City Council has realised its eGovernment goals. Productivity has increased within the organisation as a result of effective document sharing and a more streamlined workflow.

Citizen services are now online 24 hours a day, seven days a week, allowing customers to obtain relevant information, file applications and track and trace the progress. 's-Hertogenbosch has experienced the following benefits since the adoption of the IBM FileNet solution:

- Increased service levels for its citizens
- Increase in productivity
- Increased job satisfaction for its employees

"Our citizen services have improved enormously through our eGovernment initiative.

Thanks to IBM, we have sped up our internal processes and increased the efficiency of our data management. This translates to faster, higher quality services for the citizens of 's-Hertogenbosch," said Carine Brandts.

© Copyright IBM Corporation 2007

IBM Corporation
Silicon Valley Laboratory
555 Bailey Avenue
San Jose, CA 95141
U.S.A.

Printed in the United States of America
03-05
All Rights Reserved

IBM FileNet P8, IBM, the IBM logo and the On Demand Business logo are trademarks of International Business Machines Corporation in the United States, other countries or both.

Microsoft and Windows are registered trademarks of Microsoft Corporation in the United States, other countries or both.

Java and all Java-based trademarks are trademarks of Sun Microsystems, Inc. in the United States, other countries or both.

Other company, product or service names may be trademarks or service marks of others.

References in this publication to IBM products or services do not imply that IBM intends to make them available in all countries in which IBM operates.

♻ Printed in the United States on recycled paper containing 10% recovered post-consumer fiber.