

DANISH COASTAL AUTHORITY

The Danish Coastal Authority was among the first organizations in Denmark to introduce Software Innovation's newest version of the case and document management application, Public 360°, which can be used directly through Microsoft Outlook, SharePoint and Office 2007.

The Challenge

The Coastal Authority is pursuing a digitalization strategy, which includes the digitalization of case and document management to improve knowledge sharing, collaboration and case management.

"The aim is to achieve rapid task completion and case management and make it easier to retrieve cases and documents," says Lars Slavensky, Project Manager at the Danish Coastal Authority. The application will also be used by the HR department to handle cases containing sensitive information.

Geographical Spread

Lars Slavensky is responsible for electronic case and document management and is based at the Authority's administrative center in Lemvig. The Danish Coastal Authority also has offices in two other locations, as well as employees in local areas across Denmark.

"With the organization spread out geographically and responsible for advising the Ministry of Transport in Christiansborg as well, digitalization is crucial to achieving efficient workflow," says Slavensky.

Out of the Coastal Authority's 125 employees, around 75 currently use the electronic case and document management application. They are primarily in the administration and records management departments, while colleagues in the Coastal Authority's survey vessels, for example, are not users of the system.

Upgrading

Before the implementation of the latest version of Public 360°, the Coastal Authority had been using an earlier version of the system. This meant that the organization was able to test how the system worked in relationship to their case handling and work processes, which were updated at the time to function with Public 360°.

Product: Public 360°
Vertical: Central Government



The Danish Coastal Authority is the government's coast and harbor agency in Denmark. The Coastal Authority's many roles include regulatory tasks in coastal preservation and security, supervision of ports and state sovereignty over territorial waters and an advisory role to the Minister of Transportation – in addition to design, in depth analysis, construction and operation in coastal protection and port areas.

Public 360° is a leading application suite for Case, Document & Records Management for public administrations, built on Microsoft SharePoint and Office. Public 360° enables efficient and transparent digital administration, collaboration and citizen services, and includes a variety of packaged business solutions for public administrations.

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Based on the feedback from various departments, Slavensky identified the areas where the application was working well and where it could be improved. In particular, many users wanted to be able to use the familiar interface of Microsoft Outlook. The newest version of 360°, which is seamlessly integrated with Microsoft's technology, fulfills this wish.

Collaboration

Lars Slavensky states that Software Innovation's new version of Public 360° is an excellent product, allowing employees to undertake professional project management and efficient collaboration.

"Software Innovation in Denmark is good at understanding our needs. They keep their promises in terms of deadlines, quotations, functionality and delivery," he says.

He has had an appointed consultant at Software Innovation throughout the entire process and has visited an organization similar to the Coastal Authority that also uses the application.

"It has been both useful and inspirational to see how others use Software Innovation's products," says Slavensky.

Results

The Danish Coastal Authority chose to implement the Share-Point based Public 360° version for Governments, which suited the Authority's workflow from the start.

Lars Slavensky's experience of using Software Innovation's electronic case and document management is that the Authority's work has been made easier, is more efficiently completed and of higher quality. The system is also used as a source of information for management teams, showing how many tasks individual employees are responsible for at any given time.

Measuring outcomes

Once the application has been in place for six months, Slavensky plans to measure the outcomes of using Public 360°. Among other things he will be examining to what extent the application is actually used for knowledge sharing, whether tasks are completed more efficiently and whether the quality of the Authority's work has improved across the board.

"It's important for us to be able to collaborate efficiently. We need to be able to locate completed cases that set precedence for important decisions in current cases," says Slavensky.

He explains that the measurement of outcomes will also highlight any potential issues in the different departments of the Coastal Authority.

Software Innovation is a Scandinavian company and a leading international software vendor for document control, information and case management. With 25 years of experience and competence in business-oriented content applications, we are committed to delivering future-proof, flexible and highly user-friendly solutions for our customers and partners. Our application suites create excellent information sharing, efficient collaboration, business control and improved service for both private and public organizations. The packaged business solutions are built on Microsoft SharePoint and Office, the market leading platform for collaboration and business productivity.