

KUNGÄLV LOCAL ADMINISTRATION

IT SYSTEM PUBLIC 360° IMPROVES WORK PROCESSES AND QUALITY OF SERVICE

In just a few short months, Kungälv Local Administration has seen positive results from its new application for document and case management. Employees are able to work with a new mindset and new routines and can look forward to completely paperless committee administration in the not too distant future.

It's not unusual for Swedish local government administrations to build portals for their own work and the services they provide for their citizens, but finding the right business-oriented content application that meets every need at every level of the organization is not easy.

For Kungälv Local Administration in West Götaland, this was an extremely quick and smooth process, creating even more opportunities than they had initially anticipated.

A completely new platform, built on a familiar one

Kungälv required a cutting-edge and efficient document and case management system to cover all of the local government's administration and activities, including those that take place outside the central locality and the administrative network. The aim was to find a system that could support all of the cases and documents that are handled within the local administration.

In the spring of 2009 they procured a uniform document and case management system. Marie Flodin, Project Manager at Kungälv Local Administration says: "This procurement was a business project rather than purely an IT project. The decision-making group included a procurement officer, an IT strategist, our online editor and representatives from different departments across the administration."

The group compiled a comprehensive picture of the needs of the various local government sectors and a thorough specification of requirements. The new application would need to be uniform across the organization, user-friendly and compatible with tools such as Microsoft Outlook.

To find the 'winning' application, the group applied a points system based on customer feedback and visits to other local administrations. Having compiled and assessed all of this information, the decision was taken to choose Software Innovation's application for the public sector, Public 360°.

Product: Public 360°
Vertical: Local Government



Kungälv is a municipality in West Götaland in the Bohuslän region of Sweden. With a population of approximately 40,000 there are around 3,200 municipal employees in Kungälv.

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.

The local administration has chosen Public 360° for:

- records management
- document management, including email and scanning
- case management
- committee administration

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“The customer feedback was of great value to us. This is a user-friendly and future-oriented platform,” says Marie Flodin. “All the parts fit together. On the digital desktop, users can easily manage everything from their own workload to the supervision of cases. The application is built on the Microsoft SharePoint platform and closely integrated with Office and Outlook.”

The decision to go with Software Innovation was in part down to Public 360°’s capacity to meet the local administration’s requirements, but was also due to the support that Software Innovation was able to offer throughout the process.

“The dialogue between us was excellent from the start and their offer was well-packaged. Software Innovation’s application was not only easy to customize according to our needs, it has laid the foundations for a number of future improvements,” says Marie Flodin.

Marie and her colleagues appreciate the simplicity of Public 360° and the familiar working environment in which users will not notice any difference from working in Office. The clarity of use and the close integration with Outlook have been especially appreciated by users in Kungälv.

Fast and clear results

The new application has reduced the number of steps needed for jobs such as publishing recorded documents, which has greatly simplified the employees’ daily work. “The risk of information being lost or misplaced has been radically reduced, not least because we can see clearly which version of a document is most up-to-date or requires action. We have a much better overview now and other benefits include the fact that caseworkers can store records directly,” says Marie.

The aim is to reduce case processing times and use Public 360° to publish public records and the register of elected officials, with the overall goal of providing faster and better service to Kungälv’s citizens.

Simplified and paperless committee administration

A good example of the desired time saving measures is the local administration’s proposed solutions to improve the management of its committees. The bespoke application developed by Software Innovation will generate agendas and other documents for meetings directly from Public 360° to Microsoft’s OneNote – complete with all relevant files and attachments. Politicians will not need to carry a large volume of paper documents, but will have easy, digital access to everything they need before, during and after meetings.

“We hope to be able to introduce these measures as soon as possible, because we see the huge benefits of this application. Politicians will be able to make notes in the agenda, add information and easily search within the large volume of information they are given,” Marie Flodin concludes.



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.