

# SUNDSVALL LOCAL ADMINISTRATION

## CUTTING-EDGE E-GOVERNMENT GROWING AND SPREADING OUT

Sundsvall Local Administration was in need of a complete business-oriented content application for document, case and committee management for its administrations. Having explored the various options they settled on Public 360° from Software Innovation.

Sundsvall has around 100,000 citizens and employs 8,400 people spread across nine administrations. The local government's vision of 24-hour government involves changing the administrative process from a 'drain-pipe administration' to a modern electronic administration. This is to be achieved with the help of case and document management functions that support all files and document management in the local government administrations.

Sundsvall selected Software Innovation's application Public 360° to perform this role. Using this application will allow the local government to simplify the administrative duties of their employees and increase the access to public information for both employees and citizens.

### Price, performance and development opportunities

Sundsvall started the search for the perfect solution and partner by requesting quotes from various providers – it soon became apparent that Software innovation's Public 360° was the right choice. The three determining factors in the decision were price, performance and opportunities for further development.

In a short space of time the application has simplified the daily work of local government employees and created many new opportunities to make information accessible to citizens. "We have chosen an application for the future and are extremely pleased with it," says Helge Sjödin, Project Manager at Sundsvall Local Administration. "Public 360° is a complete product that takes the management and sharing of our information to a new level."

### Focus on the user

Public 360° has been developed with a strong focus on the user, based on three important principles:

**Highly recognizable** – all user interfaces are familiar Microsoft interfaces that most users already know

**Highly accessible** – Public 360° can be accessed from the IT environments that most users already employ

Product: Public 360°  
Vertical: Local Government



Sundsvall is a municipality in Medelpad in Västernorrland County, Sweden. The municipality is the 16th largest in the country, with around 100,000 citizens and employs approximately 8,400 people across nine local administrations.

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 municipality has chosen Public 360° for:

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

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**Highly adaptable** – functions and user interfaces can be adapted to suit different roles within the organization

“We have also benefitted hugely from choosing an application that is built on Microsoft products. The fact that Public 360° is built on Microsoft SharePoint and can offer complete integration with the suite of Office programs has been a significant factor in helping us to implement the application with very few issues,” says Helge Sjödin. “For users, Public 360° is like getting new functionality in the programs they already use every day and are familiar with. With a low user threshold, this has been somewhat of a revolution for our organization.”

### Search in the document as ‘usual’

One of the many benefits that Helge Sjödin and his colleagues have experienced from the new application is that every employee can search, share and re-use documents saved in the records management archive. In the past this was done manually and took many hours of ‘legwork’, leading to great frustration.

“It is like using any other search engine, which makes everything a lot easier when many users with different levels of IT skills need to be able to use it as a tool,” says Sjödin. He continues: “If you take meeting administration as another example, this has also improved. When everyone has completed their task in the chain of events, we have everything in one place with updated calendars, agendas for the meeting and minutes. This gives us much better control of our meetings and contributes to both better preparation and follow-up processes.”

### The future

The next step for the municipality is to roll out the application to the fourteen local government run companies in Sundsvall, which will double usage. The external website will also be improved for the publication of protocols and for improved case management.

“We will be developing the application as we go in conjunction with Software Innovation, an agreement that feels extremely safe and stable,” Helge Sjödin concludes. “We have chosen a composite content application for the future, and are extremely pleased with it.”



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.