

THE DANISH IMMIGRATION SERVICE

For the Danish Immigration Service, introducing Software Innovation's Case and Document Management System, Public 360°, has resulted in faster case management, improved service and the freeing up of resources.

"The introduction of an Electronic Document and Records Management System (EDRMS) creates a win-win situation both for applicants and case handlers. The system is prerequisite to being able to process applications online in the future."

Hjarn Zernichow Borberg, Office and LEAN Manager at the Danish Immigration Service, responsible for EDRMS

The challenge

With over 100,000 case resolutions annually, the 500 staff members at the Danish immigration Service have a large volume of documents to keep in order. Case management used to be entirely paper-based and documents were sorted and kept in large shelving units in the offices. This approach made it difficult to both search for and share information as well as to maintain an overview across different case types. In addition, there was a risk of losing or misplacing case documents.

Many of the Immigration Service's cases are complex and take place over a long period of time, require searching in registers and involve collaboration with other agencies.

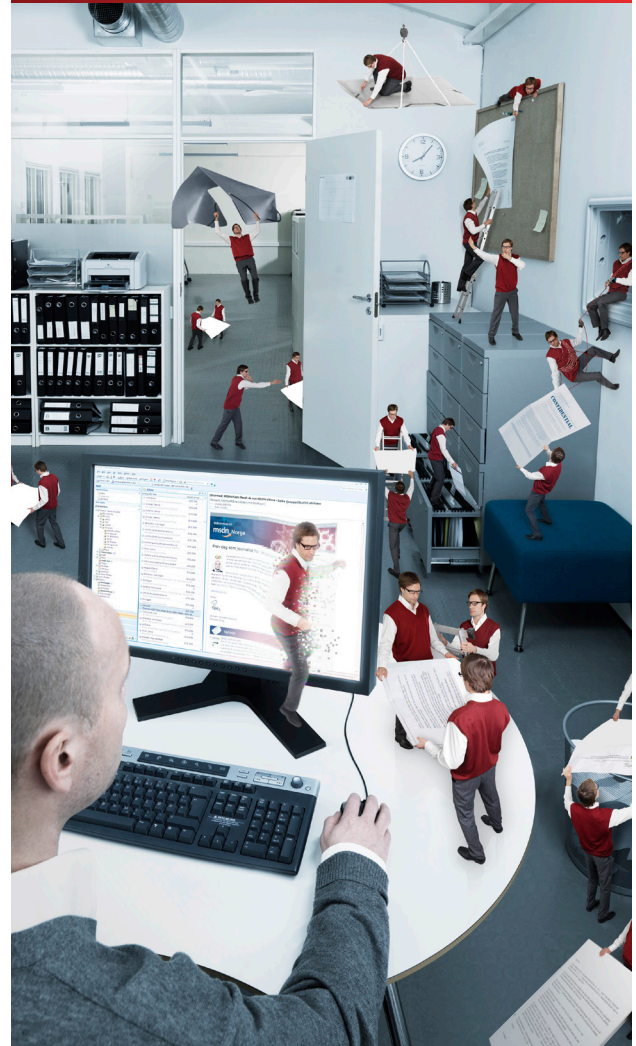
All of these factors contributed to the Danish Immigration Service's decision to increase the efficiency of its case management processes, which would also make it easier for the organization to meet its ambitious aims in terms of case handling time-frames and levels of service. Additionally, the shift to an electronic system allows applications to be made to the Immigration Service online, instead of in hard copy.

The solution

To meet all of these challenges, the Danish Immigration Service has introduced Public 360° from Software Innovation, which was chosen as a corporate application for the entire Ministry of Refugees, Immigration and Integration Affairs, with a total of 850 users.

They selected a well-documented standard application which offers affordable and stable operation and which does not require costly development of custom modules. The Danish Immigration Service's workflow has been adapted to the system, creating an efficient case management flow within the organization.

Industry: State
Application: Electronic Case and Document Management
Product: Public 360°



The Danish Immigration Service is a directorate in the Ministry of Refugees, Immigration and Integration Affairs. The service administers immigration laws and processes applications for asylum, family re-unification, visas and work permits, as well as organizing accommodation for asylum seekers. The Immigration Service has approximately 500 staff members who collectively handle more than 100,000 large and small resolutions each year, with 80,000 emails and 300,000 telephone calls.

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“The Danish Immigration Service has 350,000 cases in its archives. Old case documents that still apply to current cases have been scanned.”

Integrations

To ensure efficiency, the application is fully integrated with Microsoft Office. Most employees access Public 360° through the Outlook email program, which they are already familiar with.

To use the system to its full potential and to ensure optimal collaboration with other public agencies, the Ministry has worked with Software Innovation to further develop and customize the application to support even more workflows involved in case management, including in relation to the Immigration Register and the Ministry's contact register as well as fees and residence permits. These improvements make it easier for citizens and applicants to have an effective and constructive dialogue with the authorities.

The process

Instead of installing the application across the entire Ministry in one step, digital case management was introduced to the least complex case areas first. Lessons learned from these areas influenced the implementation of the system in the more complex case areas which were rolled out to at a later date.

The project was well-prepared and was introduced over a period of two years, with numerous analyses, tests and training sessions offered in close collaboration between the employees of the Danish Immigration Service and consultants from Software Innovation, as well as the EDRMS project in the Ministry.

“The thorough preparation and staged roll-out was a huge advantage, because we gained valuable experience early on and were able to rectify mistakes on an on-going basis. Overall, I have to say it has gone extremely well,” says Hjørn Zernichow Borberg.

Results

The implementation of Public 360° has been challenging for some of the employees, who have been handling cases in the same way for many years.

“Some case handlers had to adjust and get used to working in this new way. But the rewards are great and no one misses the old system anymore.”

Zernichow Borberg points out that most case handlers have experienced concrete advantages with the EDRMS, such as being able to search for information easily, consult quickly with other agencies as well as in the sending of confirmation letters.

Cases are not lost or misplaced, because they are all in the system. It's easy to see whether the service targets are being met for each individual case and because the system processes all documents, there is complete traceability for all case flows. Individual case handlers can sort cases according to a range of criteria, so when applicants, organizations or educational institutions request information about a particular case, it's easy to find the relevant cases and give a prompt reply. At the same time, the training of new employees can target specific case areas, allowing training to manage the specific case type.

The Electronic Document and Records Management System from Software Innovation will also allow the Danish Immigration Service to offer web-based communication with applicants in the near future.

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.