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Rapid information availability

Processing transactions promptly with ELO

With the flexibility and powerful integration capacity of ELO^{enterprise}, the School and Sports Department of the City of Zurich has dramatically improved the efficiency of agreement and form processing. The ECM solution now acts as the ideal basis for optimising other work processes and advancing innovative projects at the Department.

The School and Sports Department (SSD) of the City of Zurich champions the interests of children and young adults in its work in various sectors. As part of this work, efforts are made to create a mainstream primary school with a high profile, which enables a high and comprehensive quality of education, is competitive and thus ultimately also makes an important contribution to the quality of the city of Zurich. Approx. 5,500 staff are employed in the School and Sports Department.



“With ELO, we have joined together the individual components of our corporate IT. This has made processes more transparent and consistent.”

Albert Malär,
Head of the Data Warehousing and Information
Technology Department of the SSD.



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Automation for increased efficiency

Overview

Country: Switzerland
Industry: Public administration

The company

The School and Sports Department (SSD) of the City of Zurich champions the interests of children and young adults in its work in various sectors. As part of this work, efforts are made to create a mainstream primary school with a high profile, which enables a high and comprehensive quality of education, is competitive and thus ultimately also makes an important contribution to the quality of the city of Zurich.

Challenge

New regulation on the financing of childcare in Zurich is to be implemented on time. Processes are to be automated; the search for information is to be speeded up.

Solution

ELOenterprise and **ELO DocXtractor Form**. **ELO** is seamlessly connected to the support management software of the SSD. Once they are created, the forms are archived directly in **ELO**. Incoming forms are recorded and read automatically; an electronic file is kept in **ELO**.

Benefits

Processing of transactions in the required time, rapid availability of information across the Department, increase in the level of automation, elimination/minimisation of the stock of paper files, creation of a foundation for applications in other departments of the Department.

Future with prospects

The School and Sports Department encountered the need for an Enterprise Content Management System (ECM) with the introduction of the new regulation on the financing of childcare in Zurich. Part of this provision stipulates that all (approx. 8,000) households that receive support from the City of Zurich are to notify the city council of changes to their household and their financial situation on an annual basis. The request is sent to households through the post in the shape of a (questionnaire) form. The processing of the request involves a large number of other documents such as monthly bills, reminders, registration forms for after-school clubs/day care during holidays etc. In the past, all documents (300,000 in total) were managed in suspended files (13,000 in total) as paper files. The consequence of this was the lack of an overview, long search times and, above all, time-consuming work processes. Those responsible therefore took the decision to enhance the existing application for the management of childcare agreements that had been in place for seven years with new modules and an ECM solution.

Relying on a tried and tested solution

ELOenterprise was chosen as the ECM solution. The software from ELO Digital Office has already proved its worth in various departments of the City of Zurich. The School and Sports Department is also relying on its main IT partner. As the **ELO** business partner, this partner has the know-how needed to design, implement and introduce the solution and supports the departments of the City of Zurich. The project kicked off in February 2008. In the first phase, the focus was on automating the collection of household and financial data.



The forms for this should be generated, sent and processed automatically via the **ELO** DocXtractor Form classification solution. The aim was to calculate the factor for the grants resulting from the expenditure, to specify it and then communicate it to the households.

Before **ELO** was introduced, the data was transferred from the forms to the support management software manually, which entailed an increased amount of time and effort. In addition, there was hardly any process support through the application itself.

Maximum productivity

The seamless link between **ELO** and the new support software of the School and Sports Department now makes optimum process support possible. Grant applications are created and printed out in the management software, given a barcode and then sent to the relevant households. All documents that are generated from the new application go straight to the **ELO** archive via Index Server (web service) or XML Import, and are

automatically archived and indexed there in the electronic file intended for that purpose.

If the applications come back to the Department completed, they are scanned in directly in the mailroom. **ELO** DocXtractor Form reads all the relevant data automatically and transfers this to the management software. The applications are then transferred to the relevant electronic file in **ELO** using the barcodes that were read. The data are checked for accuracy and consistency in the management software. If the information given is identified as correct, the grant is automatically agreed, the confirmation is generated and it is archived in **ELO**. In other cases, a task is created for the user in the management software. In this way, the administrators have an overview of the processing status and location of the forms sent at all times. The employees can call up the form and view it in **ELO** and in the management software. This is also true for all other documents (confirmations, holiday registrations, invoices, reminders, etc.) that are generated by the management software.



High level of user acceptance

The ECM solution has been very well received by the employees in the School and Sports Department, who were permanently involved in the project from the outset reported.

Due to the intuitive structure of the **ELO** user interface, the training of the employees was completed after 2-3 days.

Working to a schedule

The schedule for the implementation of the new regulation on the financing of childcare in Zurich was stipulated by the City of Zurich. Commenting on this, Albert Malär, Head of the Data Warehousing and Information Technology Department, said: "Thanks to the extraordinary efforts of all project participants, we were in a position to implement the defined schedule for the introduction of the new regulation on the financing of childcare of the City of Zurich in good time. The competent, focused and solution-oriented method of working of the **ELO** business partner in particular made a significant contribution to this success. In this work, the **ELO** business partner was able to draw on the full support of **ELO** Schweiz GmbH [ELO Switzerland GmbH]."

All of the incoming mail (letters and e-mails) is now also filed and maintained in **ELO**. In the medium term, the paper files that are retained are to be kept to a minimum. Another possible expansion step is the transfer of the existing paper files (approx. 300,000) to the ECM system.



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Flexible integration

Innovative projects on the agenda

With **ELO***enterprise*, the School and Sports Department has all the information available quickly and across the Department. The automation of the processes gives employees more time for their core tasks and makes it possible to work securely and effectively. The volume of paper files has been reduced to a minimum, which saves archive rooms. In addition, the School and Sports Department sees **ELO** as a platform for applications in other departments of the Department, as Albert Malär confirms:

“The **ELO** solution is characterised by its flexibility and its powerful integration capacity. The use of **ELO** as a DMS in addition to the specialist application for childcare management is a perfect combination, which significantly improves efficiency in the processing of the agreements. The solution also forms an ideal basis for other equally innovative projects in the SSD.”



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Central information availability

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Albert Malär,
Head of the Data Warehousing and Information
Technology Department of the SSD.

Outlook

In keeping with this, the SSD is planning to process other forms using the ECM system. **ELOenterprise** is also being connected to transaction management on the basis of Microsoft Office Sharepoint Server 2007 and OXBA (business administration).