

creating seamless services for societies in transition



When people need access to public services – from making a grant application, reporting an incident or registering a birth, death or marriage – they expect a rapid response at precisely the point when they need help

Assisted by MyCity from Atos, cities like Vienna are adopting new ways to deliver a better service, higher quality care and more transparency while cutting costs and minimizing bureaucracy.

Connecting people, places and processes

Societies are undergoing rapid transition. New technologies and multi-channel communications have created so many more ways to access the key services we all depend on to run our lives. As citizens, our expectations have never been higher. Whether we need to contact our local council, healthcare provider, crime unit or finance lender, we want to feel valued.

We demand easy access to information, guidance and answers, how and when we want them. Wherever and whenever we need help – from home, on the move, on a mobile phone, tablet, app or messaging via social media – the process has to be as simple, streamlined and straightforward as possible.

Putting citizens in control

Creating a citizen-centric model built around total customer care requires automation of manual processes plus a high degree of integration across complex environments, something that many public service bodies have struggled to achieve with conventional approaches.

However, a new generation of MyCity solutions from Atos – MyCity incident, case and grant management services is proving extremely effective at consolidating disparate services in ways that benefit citizens, employees and organizations alike. By combining customer insight, business intelligence and a single customer view the MyCity incident, case and grant management framework can deliver a low-risk, highly flexible framework to enable this transformation. Built on a standard xRM software model, it is quick to implement, easy to scale and can be self financing within a year, as Vienna City Council and other forward-looking organizations are discovering.

A view from Vienna

Like many cities, public services in Vienna are managed via a complex network of systems and procedures developed over many years. To enact change, these bureaucracies need to be carefully navigated in close collaboration with key stakeholders. For Vienna City Council, the starting point on the journey to deliver more citizen-oriented services came with the need to improve its post-mortem examination system.

The challenge

Vienna's post-mortem examination system is run by the city's public health service and acts as a hub for all the practical and administrative processes required for registering details about any death that routinely occurs in the city and the associated post-mortem processes.

When the existing platform needed replacing, there was an opportunity to introduce a more efficient incident response and case management system tailored to the needs of a modern, diverse, multi-faith metropolitan community. Key requirements included:

- ▶ Consolidation of multiple resources, documents and data within a single contact and case management system
- ▶ A user-friendly interface so that case information could easily be accessed by relatives, doctors, assistants, the police and other authorized partners
- ▶ Compliance with new regulatory requirements for recording information about deaths
- ▶ Cultural sensitivity to the differing requirements of multiple faiths, notably for those religions that require bodies to be released fast for traditional ceremonies
- ▶ More transparency so that people can track the case at any point in the process.

Our approach

As well as impeccable planning, the secret to success was to start small and shape the new service step-by-step. This meant first developing and testing a proof-of-concept, followed by a pilot trial with continual stakeholder input to evolve the new service with minimal risk.

This approach enabled close monitoring of performance, ensuring that the service could only be scaled up once any issues had been identified and resolved.

Benefits

Having established its success, the post-mortem incident and case management service is being rolled out across the entire Vienna metropolitan area. Based on the results from the pilot trial, benefits in the first year will include:

- ▶ A 40% reduction in processing time
- ▶ Faster, more accurate responses
- ▶ A simpler service with improved ease of accessibility
- ▶ A 50% reduction in IT project time and costs*
- ▶ First year saving of €100k due to reduced paper and printing
- ▶ Better user acceptance with less operative training required
- ▶ Lower total cost of ownership.

*The MyCity incident, case and grant management approach offers a 50% reduction in cost and project time when compared to a directly comparable open source solution or custom development.

“Vienna is a diverse, multicultural city where busy people want fast, easy, reliable access to their public services. At the same time, we need to control costs. With its MyCity incident, case and grant management services Atos has delivered a highly flexible solution that will improve citizen access to a growing range of services, applications and information while delivering more value to local taxpayers - which is good news for everyone.”

Ms. Heissenberger, CIO City of Vienna.

Next steps

Next, the framework will be extended to support Vienna's pandemic management plans. Combining an inventory of diseases with communication and collaboration tools, it will ensure that the City's pandemic procedures are always ready to be quickly executed and managed, if and when required. Key components of the service will enable:

- ▶ Essential information to be stored, shared and distributed in a structured way
- ▶ A real-time overview of disease spread, classification and status
- ▶ Access to information and key indicators via a user-friendly dashboard
- ▶ Flexibility to adapt plans on the fly in response to fast-changing circumstances
- ▶ Sustainable pandemic management to act appropriately and minimize public risk.

MyCity for incident and case management

A highly versatile solution that offers a complete inventory of responses, communication strategies and collaboration tools, to manage any kind of incident response service, such as:

- ▶ Crises / emergencies
- ▶ Public health campaigns
- ▶ Pandemics / epidemics
- ▶ Anti-social behavior
- ▶ Criminal incidents and more.

Ideal for: Health providers; emergency services; local and national government departments; the military.

Banking on better grant management

As well as all the benefits that MyCity incident, case and grant management services can bring to cities, councils and government departments, it offers multiple advantages to many types of organization that want to improve their interface with the public. Austria's federal development and financing bank Austria Wirtschaftsservice (AWS) demonstrates how it has reaped the rewards.

The challenge

As part of the drive to support enterprise development, AWS distributes grants to companies across Austria. When a company applies for a grant, AWS evaluates each business case against a range of government policy priorities, such as supporting sustainability. But to improve service quality, AWS had to resolve some critical issues, including:

- ▶ A fragmented technology landscape with silos and duplication
- ▶ Subsequent difficulty sharing business intelligence
- ▶ Delays, occasional errors and inefficient decision-making processes.

To overcome these difficulties, Atos enabled AWS to create a 'single view of the truth' by consolidating all relevant information onto a single platform to form a comprehensive, integrated overview.

Our approach

By taking the MyCity incident, case and grant management services approach, we were easily able to:

- ▶ Migrate four existing, separate systems onto a single common platform
- ▶ Build an integration layer to protect AWS's legacy IT investments
- ▶ Create a rules-based credit-rating for each application via a highly intuitive interface
- ▶ Introduce a comprehensive data warehousing solution.

Benefits

- ▶ During the first year productivity increased by 38%
- ▶ A single common standard for decisions has boosted stakeholder confidence
- ▶ Applications are processed quickly and with a greater degree of accuracy than ever before
- ▶ Greater accuracy has enabled more effective decision-making
- ▶ Costs have been reduced while service quality standards have risen.

How it works

We have created a low-risk, highly flexible and scalable solution developed on a single platform that can be extended to incorporate multiple services, replacing outdated or fragmented applications and information silos.

It enables consolidation and harmonization of the various -process elements of a live case, incident or grant application, including functional administration plus contact, document, schedule and task management.

Alongside this, a highly intuitive, user-friendly interface makes it easy for citizens to securely access relevant information from the data repository 24/7 via their preferred communication device. Once proven in practice, any service application managed via the framework can be scaled as quickly and as widely as required.

MyCity for grant management

A flexible, scalable framework to manage any grant application process from one-off payments to complex loans and liabilities, including:

- ▶ Welfare funding
- ▶ Heating grants
- ▶ Enterprise investment
- ▶ Asylum applications
- ▶ Legal claims
- ▶ Advisory services and more.

Ideal for: Financial services; tax offices; social services; local and national government departments.

"We made the right product choice with the MyCity model for grant management and opted for the right partners. Asked again today, we would make the same decision."

Dr Georg Silber, Head of Regional Aid, AWS



Mobile solutions for societies in transition

Like Vienna, all cities, nations and organizations are under pressure to deliver higher quality services while controlling costs. Demand for more effective public service delivery, care and accountability is driving new partnerships between citizens, public sector bodies, government and business. These, combined with the latest mobile technologies can enable people with diverse needs to manage their lives more efficiently within a modern community – giving them more time to do the things they enjoy.

With societies undergoing rapid transition, MyCity from Atos connects people to digitally enabled services when and how they want. Covering eight core areas – government, connectivity, sustainability, enterprise, transport, security, health and education – the different elements can be combined in infinite ways to suit the specific needs of any modern city, region, nation or organization. It's a proven approach that delivers short-term benefits while building sustainable foundations for the future.

Transform access to your key services

With our approach, a proof of concept could be up and running within weeks. Why not give us a nudge to find out how easily you could improve access your key services? Visit: atos.net/mycity



Credit: Fridge Vienna / Sándor Csudai

About Atos

Atos SE (Societas Europaea) is an international information technology services company with annual 2012 revenue of EUR 8.8 billion and 76,400 employees in 47 countries. Serving a global client base, it delivers Hi-Tech Transactional Services, Consulting & Technology Services, Systems Integration and Managed Services. With its deep technology expertise and industry knowledge, it works with clients across the following market sectors: Manufacturing, Retail & Services; Public sector, Healthcare & Transports; Financial Services; Telecoms, Media & Technology; Energy & Utilities.

Atos is focused on business technology that powers progress and helps organizations to create their firm of the future. It is the Worldwide Information Technology Partner for the Olympic and Paralympic Games and is quoted on the NYSE Euronext Paris market. Atos operates under the brands Atos, Atos Consulting & Technology Services, Atos Worldline and Atos Worldgrid.

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