



Case: Varde Citizen Service

DEVELOPED AND DELIVERED OVER A WEEKEND

Varde Municipality ordered FrontDesk Friday and started using the platform Monday

An unstable number system collapsed during a peak load of work and the Varde Municipality Citizen Service Centre was in urgent need of a better and more reliable platform. On Friday, the IT systems administrator of the Citizen Service Centre called FrontDesk, who then put every ounce of energy into providing the necessary assistance. During the weekend, FrontDesk developed and installed a fully functional solution - and even found the time to train a super user, so everything was ready on Monday morning.

POST-ITS AND FRONTDESK SAVED THE ELECTION

It was Friday morning on the 28th of October, 2017. Three weeks before the general election and the Varde Municipality Citizen Service Centre was filled with people who had come to vote by post. The voters were standing in line to draw a number and the spirit was cheerful, as it always is when Danes celebrate democracy. But the positive atmosphere shattered very suddenly. The number system collapsed completely and all attempts to restart it were in vain. The supplier as well could not help, and so now the fat was really in the fire. The final solution was to provide the citizens with little yellow post-it notes with their numbers. And the Citizen Service Centre was now looking for a new number system.

DEVELOPED AND INSTALLED IN THREE DAYS

Helle Marquertsen, Head of the Citizen Service Centre, had heard of FrontDesk through a colleague and so she immediately contacted Lasse Rydberg, Director of FrontDesk, and explained the problem. Lasse accepted the challenge and, by using the Varde Municipality website as a point of departure, FrontDesk customized the platform to the specific services provided by the municipality's Citizen Service Centre - all within 48 hours. On Sunday, an operating stand was installed in Varde, and at the same time the IT systems administrator was trained to be a super user, so he could further train his colleagues on Monday morning.

"We were fully operational on Monday morning - and we have been ever since. The system worked impeccably from day one. That's impressive"

**Helle Marquertsen,
Head of the Citizen Service Centre, Varde Municipality**

ACCOMMODATING, FLEXIBLE AND COMPETENT

Despite the fact that FrontDesk had to develop a solution for Varde Municipality within an extremely tight time frame, the system was fully operational from the first day, and it has not since required any changes in its configuration or flow. It is part of the story that the Citizen Service has one of the country's broadest portfolio of tasks, so the structure that needed to be developed was quite complex. And the will to do an extra effort - even when the job seemed impossible - is fully appreciated in Varde.

"The unique thing about FrontDesk is that everything is possible. We sometimes encounter IT vendors with no understanding of the customer's needs. Everything has to fit into their planning and all decisions have to go through 100 employees. FrontDesk take our needs seriously - and move forward straight away"

**Helle Marquertsen,
Head of the Citizen Service Centre, Varde Municipality**

CONTROL GATE CREATES SECURITY

The IT systems administrator of the Citizen Service Centre takes care of the daily operation of the platform and FrontDesk primarily step in when it comes to development tasks - and a lot of development is being done in Varde. Most recently, the municipality and FrontDesk have collaborated on a control gate for the Job Centre. Earlier, the Job Centre had a counter in the reception area, but it was closed down, and suddenly there was no natural facilitation for greeting the job seekers. The employees feared that citizens would constantly show up at their offices unannounced, so the need arose for a control gate solution with a locked door.

BENEFITS IN VARDE

- Good collaboration with FrontDesk
- Reliable platform
- Better flow for users
- Easy to make adjustments and corrections
- Statistical data makes it possible to optimize the use of resources

FrontDesk developed a solution that integrated the Job Centre booking system and the locking device in the glass door that leads to the Job Centre. As a result, only the citizens who have an appointment with a job consultant can get into the Job Centre. The only thing they have to do is run their health insurance card through the FrontDesk card swipe and the door opens. The solution is easy to operate for the citizens and it creates a safe environment for the employees.

"We have a good collaboration with FrontDesk. They are flexible and innovative and not afraid of investing in development. For example, they made the control gate just for us and with no hesitation at all. Their first reaction was, "well, then we'll just have to find a locksmith". Then it went fast - and the solution just works"

**Helle Marquertsen,
Head of the Citizen Service Centre, Varde Municipality**

At the moment a solution is being developed regarding online appointment booking for the decentralized offices around the municipality. The goal is to offer all the services of the Citizen Service Centre in one booking system and reserve precise time slots for each type of service. For example, 12 minutes for a new driver's license and 20 minutes for a building permit. In that way, the resources of the mobile Citizen Service are utilized optimally.

BENEFITS OF FRONTDESK

Apart from the good collaboration with FrontDesk, the Citizen Service Centre can register notable benefits in the following areas:

RELIABLE

The system is more reliable than the previous system and there has been no shutdowns.

BETTER FLOW

FrontDesk has created a better flow in the reception area. The citizens are guided more fluidly around the system because the communication is much clearer due to explanatory text on the screen and printed reminder notes.

EASY TO WORK IN

FrontDesk is easy to work in for the super users. By and large they can do everything themselves, i.a. adjustments of flow or text.

STRONG IN STATISTICS

The platform gathers good, reliable data that can be exported as required. The former number system erased all data after each update and this meant that you could only keep the statistical data in printed form.

FOR FURTHER INFORMATION - PLEASE CALL:

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