

>> Municipalities in Denmark

Success for Quick Results

Copenhagen City

Technical and Environmental Administration
www.kk.dk

Rudersdal Kommune

www.rudersdal.dk

Køge Kommune

www.koege.dk

Næstved Kommune

www.naestved.dk

Slagelse Kommune

www.slagelse.dk

Svendborg Kommune

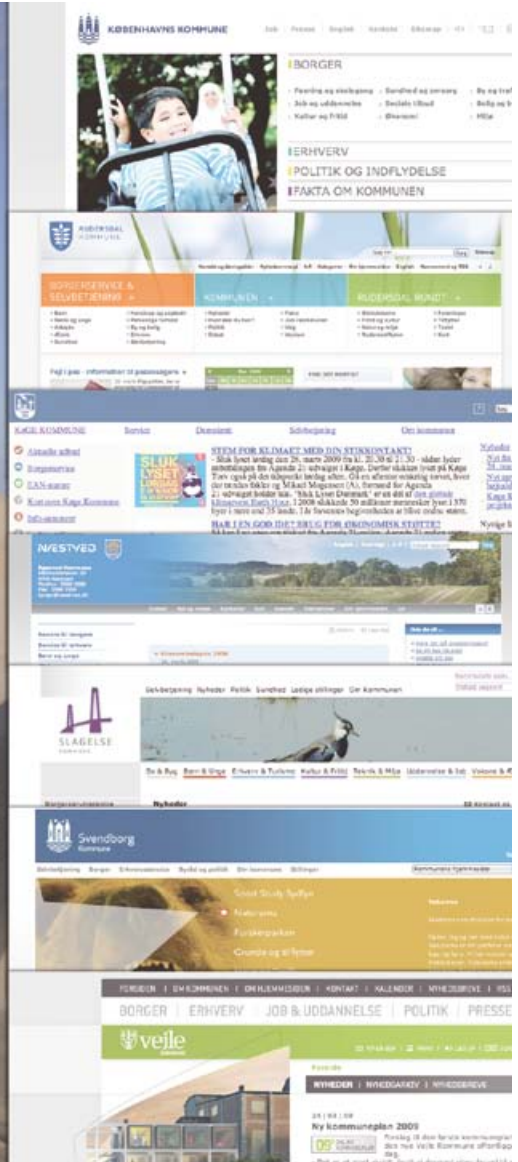
www.svendborg.dk

Vejle Kommune

www.vejle.dk

Customer profile

In June 2005 the Folketing (the Danish Parliament) passed a municipal reform which meant that the number of municipalities were reduced from 271 to 98. 14 counties were changed into 5 new regions. Each municipality should have at least 30,000 people. They became a reality on January 1st, 2007.



Initial situation

The reform in Denmark created one of the greatest public sector organisational challenges in Europe. Many of the new IT departments are already in place with a new organisation and are now preparing the merge of many different systems into one for managing users, health care, customer support, technical systems etc.

Implementation

To be able to support the new large organisation, MATERNA provided help with the Quick Results implementation package to establish a new IT service desk including a single point of contact. The new municipalities decided to use Remedy because it is very flexible and can support more than only IT concerns. The integration to other systems like Microsoft Active Directory and Microsoft SMS was in most places part of the project, too.

Advantages

- Total overview of business from day one with CMDB and SLA
- Scalable and ready for supporting other functions in the municipality, for example facility management
- Self-support web for all employees with build-in knowledge base
- Immediate improvement of the number of cases. Routine tasks are solved by self-support, "real" problems can be focused
- CTI (Computer Telephony Integration) records all cases which give an exact picture of time and resources used
- Quick implementation
- ITIL® ready