

# Equalit enables quality of digital government services



## The Vision

Equalit's vision was for everyone, both citizens and organizations, to have access to digitalized government services by 2017. The municipalities wanted to jointly achieve better ICT e-services while optimizing process support, and to ensure employees could work flexibly while also bringing them greater levels of information security.

To achieve these goals, Equalit helps municipalities by using The Connecting Foundation (VFE), which consists of a number of important building blocks:

- A Digital Customer Portal (e-forms for citizens / companies)
- The Broker (information is automatically stored in the right place)
- Business Systems (all information must be digitally available)
- Data Warehouse (warehouse as base for core data)
- Customer Portal (employees of a customer contact center provide correct information)

In order to contribute to a customer-oriented, effective and efficient government, not only facilitating digital services for Equalit citizens and companies is important but also improving the quality of these services. "Chain monitoring" measures the entire chain (from application to settlement), providing faster and more stable services to citizens.

assyst has been deployed as the service desk software to provide IT Service Management (ITSM) services to customers (mostly municipalities) since 2005. assyst not only contributes to the professionalization of IT services but has also made a significant contribution to a more effective way of working through Equalit's central functional management.

## The Solution

For ITSM services, Equalit's customers are now virtually self-sufficient, thanks to the self-service portal (assystNET), where they can register and track their own incidents. assystWEB

## About Equalit

Equalit is an ICT partnership of, and for, local authorities. Started in 2005 as a collaboration between the municipalities of Oosterhout and Oisterwijk, the organization's ambition is to reduce ICT costs which increasing quality of service and reducing vulnerability of partner organizations. Having expanded and brought new partners on board, Equalit now acts as the Shared Service Center for the ICT Services of the Municipalities of Alphen-Chaam, Baarle-Nassau, Gilze and Rijen, Hilvarenbeek, Wage on Sand, Oisterwijk, Oosterhout, Woensdrecht, Zundert, for the OMWB (Environmental Service Central and West Brabant) and social work !GO.



has also been deployed, allowing an incident to be quickly and easily transferred from the central service desk to, for example, the Functional Manager of another municipality.

Reports and real-time dashboards make important information available to Service Desk employees immediately. With instant, real-time visibility, they can respond quickly and adequately to problem situations and changes in demand. In 2016, the Service Desk employees of Equalit processed over 6,500 incidents and 9,000 Requests For Change (RFCs).

## The Benefits

- Digital Services: assyst helps Equalit make an important contribution to digitizing the services of its government clients. Through chain monitoring, Equalit are able to help provide fast and stable services.
- Complete insight: Because all ITSM related activities are registered in assyst, all activities are insightful and transparent. This clarifies the number of tasks for management and also how much time it takes to resolve an incident. 60% of change requests are now automated with workflows and sent directly to the correct resolution group.
- Greater customer satisfaction: Self-service and insight ensure greater end-user satisfaction. Customers now always have insight into the status of their incidents. In addition, the efficient handling of incidents means less interruptions to the end user as issues are resolved more quickly.
- Satisfied employees: Equalit attaches great importance to the fun and development of employees and assyst contributes to Equalit's stimulating work environment.

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assyst gives us a great deal of insight into our ICT services, allowing us to understand where we can make profits.

Sep Akkermans  
Coordinator Functional Management, Equalit

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## The Future

In the future, Equalit wants to offer its customers a full multi-channel service management solution. Customers will be able to choose from different communication channels, in addition to chat and telephony, for example WhatsApp can be used. By connecting assyst to these communication channels, tickets can be created automatically including user details and this will speed up efficiency.

## Summary

- The vision was for everyone, both citizens and organizations, to have access to digitalized government services by 2017, with ICT optimizing process support, allowing flexible working, and bringing information security to employees.
- self-service portal to allow customers to be virtually self-sufficient
- assystWeb for easy logging and routing of incidents between the central service desk and municipalities
- Reports and real time dashboards for instant visibility
- Digitalized services for all of Equalit's government clients
- Complete insight into all ITSM related activities
- Increased customer satisfaction
- Greater employee satisfaction

## Find out more

Further information, e-mail [info@ifs.com](mailto:info@ifs.com), contact your local IFS office or visit our web site, [ifs.com](http://ifs.com)

