Danish city gains efficiency, fosters collaboration with cloud-based productivity tools

Odense Municipality in Denmark wanted a way to streamline its governmental organization and replace an outdated email solution that lacked chat and video capabilities. The city needed a platform for communicating and collaborating that was easy and intuitive for both users and administrators. After migrating to Microsoft Office 365, municipality employees can work more easily and efficiently while complying with government security standards.

ODENSE KOMMUNE

Improving digital access

Working in the cloud is about more than just technology. It's about the people who use the technology, and about making the distance as short as possible between those users and the results they need. That reflects the goal of Odense Municipality, a large city in southern Denmark that needed a better way for its residents and 8,500 employees to collaborate.

"We need to keep costs down while increasing efficiency and providing greater flexibility, so we can communicate easily with colleagues and serve residents at the same time," says Peter Hauge, Head of Digital Solutions for Odense Municipality. For residents and businesses alike, digital solutions should be easy to access and should help achieve the desired results.

Previously, Odense used Lotus Notes as its client-server software solution. However, this made simultaneous use with Microsoft Office difficult and created a fractured working experience. There were also problems integrating third-party applications into the existing system. Odense needed a strategic approach to transform its IT setup so the technology could support the municipal strategy of creating greater access for residents at a lower cost.

Connecting employees

One central requirement was to address the increasing need for mobility among Odense employees, who are located throughout the municipality. "Odense Municipality is a knowledge organization. We move information back and forth frequently, so efficiency and knowledge-sharing are a high priority," says Hauge. "We are a large municipality spread out across various locations, and we need a communications and collaboration platform that helps our employees work productively across departments."

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> Peter Hauge, Head of Digital Solutions, Odense Municipality

Microsoft

Ultimately, Odense opted to migrate to Microsoft Office 365 as its software solution. The suite of productivity tools met the municipality's productivity and collaboration requirements while complying with the security standards of a large governmental organization.

Focusing on the user

As a central element of its preparation to switch to Office 365, the Odense IT department worked with Microsoft Services to analyze the various roles held by municipality employees, then used that information to identify profiles that represented typical job functions. These employee profiles were analyzed based on a scale that rated each role's need for mobility, autonomy, and collaboration to best serve the citizens of Odense.

"The user profiles help us identify and meet the needs of individual employee groups in terms of keyboard work and mobility," says Hauge. "In other words: working with user profiles puts the focus on the user as opposed to the technology."

One example of a user profile created by Odense and Microsoft was Dorte, a resident consultant persona in the Odense department for the elderly and people with disabilities. Each day she works primarily out of the same space, where her time is split between monitoring the call center, monitoring the department, and other administrative duties. She checks email and the employee portal several times a day, and she needs to be able to see if colleagues are available online. When she meets with residents of the municipality, she takes her laptop computer along. Office 365 facilitates all of Dorte's work: she can easily check email and the online status of her coworkers from any device, no matter where she is.

Fostering change and stability

Odense administrators are pleased with how well the migration to Office 365 went. "We didn't just switch suppliers, we also changed our approach to IT by going from an on-premises system to a cloud-based system," Hauge says. "In this respect, working with Microsoft has been completely fantastic, because we worked together to take a very professional approach."

As a result, users found the transition very easy—they're happy to work in a familiar Office environment that lets them communicate more efficiently with colleagues and solve problems across departments. "The number of support requests has dropped markedly, despite the fact that we switched suppliers and systems," Hauge says.

Going forward, the municipality foresees further gains in productivity and even greater employee satisfaction with Office 365. "There is no doubt that easier communication and collaboration between colleagues in different departments has already strengthened productivity and mobility among the municipality's employees," Hauge says. "We expect this trend to grow over time."