

CASE STUDY

Discover how Digital Workforce is helping the Norwegian public sector to meet its digitalisation objectives through Robotic Process Automation in the city of Oslo.

Norway's largest tax collector recruits Digital Workers to assist in process automation

OSLO KEMNERKONTOR

The organisation

Oslo kemnerkontor is Norway's largest tax collector. It is a municipal agency under the Bureau of Finance in Oslo. Its work ensures that all the municipality's debtors pay the taxes and fees specified by the political authorities. The organisation has 300 employees.



THEIR MAIN TASKS INCLUDE:

- Collection of taxes and social security contributions
- Regulation of employers' tax procedures
- Providing information to employers and taxpayers
- Accounting and collection of municipal fees
- Billing, accounting and collection of property tax
- Collection of parking fines
- Debt collection for the municipality's businesses

The tender process

Oslo kemnerkontor identified a need to automate work processes. This would help the organisation to become more efficient, mitigate risk and ensure the equal treatment of citizens.

The company conducted a Robotic Process Automation (RPA) proof-of-concept during the summer of 2017. The proof of concept was successful and a public tender for RPA was published early in 2018.

Nine RPA service providers participated in the pre-qualification round. Four went on to provide a proposal, three of which entered into negotiations with Oslo kemnerkontor. The tender process was completed in June 2018 when Digital Workforce AS was awarded the contract to deliver RPA licenses and full-stack RPA services to Oslo kemnerkontor.

Reasons why Oslo kemnerkontor selected Digital Workforce:

EXPERTISE AND KNOWLEDGE:

Demonstrated the ability to understand and meet the customer's requirements.

COMPREHENSIVE PROPOSAL:

- Security requirements met
- Clear Service Level Agreement
- Training needs analysis and delivery
- Application delivery methodology
- Consultancy services and support.

QUALITY SOLUTION DESCRIBED IN A CLEAR AND UNDERSTANDABLE WAY.

COMPETITIVE PRICE (FOR SERVICES AND PER LICENSE).

THE MOST IMPORTANT CRITERIA

for choosing the supplier and solution was a good methodology and clarity around how digital workers can help the business meet customer needs. Digital Workforce's ability to meet internal security requirements was also of major importance. It was also crucial for Oslo kemnerkontor to access advice about the organisational changes and competences needed in order to succeed with RPA – both for the immediate project and on an ongoing basis.

OSLO KEMNERKONTOR + RPA

Robotic Process Automation is a key part of Oslo kemnerkontor's digitalisation strategy. Utilising RPA software will be one of several steps that will enable greater digitisation.

THE MAIN GOALS FOR ROBOTIC PROCESS AUTOMATION ARE:

1

IMPROVED
EFFICIENCY

2

BETTER
CUSTOMER
SERVICE

3

OPTIMAL STAFF
DEPLOYMENT

4

BETTER PROCESS
QUALITY,
FEWER MISTAKES

BETTER PROCESS QUALITY, FEWER MISTAKES

Oslo kemnerkontor started its RPA journey by identifying eleven highly competent employees as potential RPA ambassadors. For three consecutive weeks, these employees participated in an RPA experiment. Effectively this was a sandbox where the participants, supported by two consultants from Digital Workforce, explored the realm of RPA. The goal was to identify how to get the best possible start with RPA. Over the three weeks, Oslo kemnerkontor acquired vital knowledge and experience of RPA as it relates to its own organisation. Participants created their own RPA framework, based on the delivery methodology of Digital Workforce.

Oslo kemnerkontor selected an on-premise RPA infrastructure. The support and maintenance responsibility is shared with Digital Workforce. To achieve this, Oslo kemnerkontor utilises a unique, on-premise installation of a Run Management solution. With the support of Digital Workforce, the organisation will gradually grow knowledge and competency and move from being an RPA novice to an organisation with fully-fledged, mature RPA.

NEXT STEPS

The next step in Oslo kemnerkontor's RPA journey is a pilot period during which two processes will be automated. The newly created RPA framework will be used in collaboration with Digital Workforce. Following this pilot project, Oslo kemnerkontor aims to move to a Robotic Operations Model and plans to quickly automate processes throughout the organisation.

Oslo kemnerkontor is now looking to the future. It hopes to integrate intelligent services, such as chatbots and artificial intelligence, to further improve service delivery.



Digitalisation – a top priority for the public sector in Norway

In 2016, the Norwegian Government published the Digital Agenda for Norway. This outlines the ICT needed to create an improved working day and increase productivity.

The government has high ambitions to renew, simplify and improve the public sector. At the same time, residents and businesses have expectations of an easier everyday life. Intelligent use of ICT and the conscious leveraging of the possibilities of digitisation will help to achieve both goals.