

# Customer Reference: Villach (1)



Client:  
Magistrat der Stadt  
Villach

Organization Type:  
Municipal authority

Number of Employees:  
250

Records Management  
seats:  
100

villach :stadt

## Business Drivers: Goals of Project

Handling of Records Administration

Electronic handling of all correspondence with all involved parties

Support of the Committee Administration  
(City senate, local council)

Implement a Application of trades with PSRM

## SAP Solution

SAP Public Sector Records Management

Went March 2005

SAP was selected to implement electronic records management as common basis for the other Applications, which need document and case management

SAP PSRM to be integrate specialized applications like Funds Management, e-Payment and sophisticated tools like digital signature

# Customer Reference: Villach (2)



Client:  
Magistrat der Stadt  
Villach

Organization Type:  
Municipal authority

Number of Employees:  
250

Records Management  
seats:  
100

Benefits realized with SAP

Faster handling of requests

Better correspondence tracking

Improved overview of active cases and all relevant information

Uniform basis for further applications

Perfect Platform for self-developments