

GEMEINSAMES GEBIETSRECHENZENTRUM MÜNSTER

Key Challenges

- Expanded scope of social services and more requests for higher quality
- Increased demand for Internet services from constituents
- Compliance with government legislation regarding public records and access
- Reduced funding

Project Objective

Implement IT-supported, paperless business processes based on electronic records

Why SAP® Solution and Services

- Based on leading technology standards
- Single source for software and consulting services
- Compliant with Document Management and Electronic Archiving (DOMEA) standard
- Superior integration functionality
- Long-term investment protection

By installing the SAP® Records Management application, the Gemeinsames Gebietsrechenzentrum Münster in Germany can optimize the creation and retrieval of records in the North Rhine-Westphalia social welfare administration, enabling it to reduce service process times, improve constituent services, and comply with records management legislation.



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Implementation Highlights

- Implementation handled by in-house staff, thanks to effective coaching from the SAP Consulting organization
 - Application transactions successfully integrated
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Key Benefits

- Faster creation and retrieval of records
 - Access to electronic records at any time and from any location
 - Improved constituent services
 - Reduced service process times within the social welfare administration and for communicating with citizens
 - Increased efficiency owing to automation of records management processes and discontinuation of paper documents
 - Consistent and uniform system environment
 - Fully compliant with records management legislation
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“We now have more efficient management processes thanks to electronic records, which are an important new component of our IT architecture.”

Peter Rottke,
Manager, Gemeinsames
Gebietsrechenzentrum Münster



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