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"Ensuring that employees have fast access to important data from smartphones and tablets is a great way to improve efficiency and security in the workplace."

Patrick Wirz
Deputy head of applications and projects
City of Zurich, Municipal Police

An office on patrol

Until 2011, the Zurich Municipal Police used its own software to manage its e-mails and calendar, including a fully integrated document management system (DMS). After migrating to MS Exchange with MS Outlook, the Municipal Police needed a new DMS system, which they ultimately realized in collaboration with ELO Digital Office CH AG.

The Municipal Police didn't choose to migrate its previous software to Microsoft Outlook with Exchange Server; this was simply part of the City of Zurich's overall IT strategy. The city decided to introduce DMS system **ELOenterprise** at all offices associated with the city administration. In the initial phase, it wasn't possible to integrate the DMS system from ELO into Microsoft Office applications. However, the Zurich Municipal Police needed this function within MS Outlook for their day-to-day business. "As long as it wasn't possible to file Office documents and e-mails in one location, users continued working with the file server," explains Patrick Wirz, the deputy head of applications and projects of the Zurich Municipal Police.



The solution

Practical added value

Overview

Country: Switzerland
Sector: Public administration

Organization

The police department of the city of Zurich is a modern urban organization serving the law and the public. The Municipal Police service department ensures compliance with the law, while providing for safety and order within the city.

Challenge

Migrating from the previous e-mail and calendar system to MS Outlook Exchange. Roll-out of **ELOenterprise** with around 1,800 licenses and 2,200 authorized users. The current DMS system did not offer integration with Outlook. Mobility for faster responses from anywhere.

Solution

ELO DMS Desktop presented the perfect solution for integrating Microsoft Office applications into the **ELO DMS** system. The different permissions for employees and external services are controlled via multiple clients. The **ELO for Mobile Devices** app ensures mobile access to the data repository.

The benefits

- › Unified and central data administration
- › Reliable repository server
- › Easy-to-use DMS
- › Ability to find information fast
- › Mobile access

The problem: Without any clear rules on where to save information, filing systems can quickly become confusing and data is often saved redundantly (multiple times). This makes searching for the necessary information difficult later on. "Ensuring that employees have fast access to important data from smartphones and tablets is a great way to improve efficiency and security in the workplace," continues Wirz.

The Organization and Information department of the City of Zurich joined forces with the Municipal Police's IT managers to form a team that implemented DMS system **ELOenterprise** as well as **ELO** for Mobile Devices with the support of **ELO Digital Office CH AG**. They also played an important role in the development of the **ELO Outlook Client** as an e-mail system interface, which was put into operation in 2013.

High standards

Laws requiring business-relevant documents to be retained, networking with the different departments and offices, one central filing location for Office documents and e-mails in a common folder structure, sophisticated search functions, and differentiated access rights – the project managers at the Zurich Municipal Police had quite a number of requirements to meet.

Around 2,200 employees of the Municipal Police of the City of Zurich currently use **ELOenterprise**, working with multiple client types. The **ELO Outlook Client** and **ELO for Mobile Devices** for iPad and iPhone are standard for everyone, while the **ELO Java Client** is intended for more frequent users.

Besides defining a permissions concept, there were also the matters of a structure, classification system, and keywording documents in the DMS and on the intranet. "Indexing and linking all the different contents took a lot of effort. But it's important to be diligent. After all, it's what makes the repository valuable and user-friendly," says Wirz. You have to get to know the different tools before you can work with them. "By providing our employees with careful instruction, they quickly grew to trust the new centralized, digital administrative tool," explains Wirz. "They also really appreciate the mobile app," he adds.



Anywhere, any time

It was important to the Zurich Municipal Police to be able to access their digital documents via iOS devices (iPhone and iPad). The ability to access information from any location increases the responsiveness of police officers in daily operations. "Having e-mails, instructions, and important background information at hand helps us make fast decisions right on site, act quickly, and answer questions our citizens may have," explains Wirz. The topic of data security did come up during the introduction phase. Along with managing around 2,500 mobile devices, the app also has to ensure compliance with city security guidelines. After all, each device is given access rights, a SIM card, and a subscription. Now, the office is basically out on patrol, as all essential processes can be triggered from anywhere. "Having fast, secure access to the information we need is a huge win for the Zurich Municipal Police," emphasizes Wirz.

Summary and outlook

Embedding new software into an existing system, project, and committee landscape is complicated. After all, the various installed programs can affect one another. Ensuring all these functions harmonize requires a detailed technical inventory, integration with the IT infrastructure via interfaces, and software solutions, extensions, and applications that can be tailored to the individual needs of a company or organization. Often, the hard nuts to crack don't become apparent until the system is in use on a daily basis.

The Zurich Municipal Police have remained in close contact with ELO Digital Office CH for this reason. "We take the experience we gain in using the ELO system day by day and apply it, adapting the functions to our requirements," says Wirz.



ELO Customer Reference

Zurich Municipal Police



ELO DMS Desktop and ELO for Mobile Devices

"The tailored classification system and sophisticated search functions really help users find the data they need"

Patrick Wirz
Deputy head of applications and projects
City of Zurich, Municipal Police

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