

## Press Release

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## Danish software and consulting company supplies technology and solutions for Microsoft's global Citizen Service Platform

As mentioned in *Computerworld Online* January 28, 2008, Microsoft is launching a new common platform for e-government that will streamline Microsoft's offer to the public sector. The Danish software and consulting company Resultmaker A/S will be supplying solutions and technology for the platform.

### **From many small burners to a single central kitchen**

The idea of the Citizen Service Platform is to make the development and daily use of digital administration systems more efficient. The way Microsoft looks at it, public administrations often purchase numerous small burners for "cooking" local solutions. They'll now be offered a well designed central kitchen in which they can cook anything they want to. They can purchase the kitchen one module at a time and they can get better solutions for the same price.

Resultmaker will be delivering the workflow technology that can handle complex reporting and case handling sequences. Resultmaker will also supply some solutions for the Platform.

### **Danish best practice solutions to be part of the Citizen Service Platform**

Resultmaker has developed many solutions for digital administration, two of which will be included in the Citizen Service Platform: the sickness pay reimbursement scheme and the solution for digitally handling building permits.

Resultmaker's sickness pay reimbursement solution won a 2007 Danish Digitalization Award (Management Award). At the EU level, the same solution was nominated for a 2007 eGov Award and was given "Best Practice" and "Editor's Coice" labels. The sickness pay reimbursement scheme is also one of the most comprehensive SOA implementations in Denmark, with about 7500 digitally signed transactions per day.

The digital building permit solution was introduced in the municipality of Frederiksberg in December, 2007. One of the main reasons for creating this solution was the realization that more than 70% of the permit applications being received were not in order. The new solution ensures that applications are complete when they are received. Further, many cases that would wind up being rejected on legal grounds are now winnowed out before the applications are even submitted. In other words, citizens can now often "handle their own cases."

### **The Microsoft-Resultmaker partnership**

The background for cooperation between Microsoft and Resultmaker in this context is Resultmaker's leading position in the Danish market for digital administration.

*"We are delighted that a Danish Independent Software Vendor like Resultmaker will be playing an active role in Microsoft's global Citizen Service Platform initiative. Resultmaker's solutions and its competence in digital administration – both in Denmark and abroad – make the company an experienced, reliable partner for us in the public sector market,"* states Kenneth Olsen, Microsoft Denmark.

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