



Virk.dk

- Danish Government to Business Portal

A national government-to-business portal: Virksom.dk



The client

The client was the Danish Commerce and Companies Agency (Erhvervs- og Selskabsstyrelsen), on behalf of the Danish State. The goal was to give businesses a single integrated site for reporting to and interacting with the entire public sector.

There were 1,500 forms with a total of 40,000 fields, spread across more than 40 agencies plus the municipalities (which, however, had already harmonized their forms).

Public digital signatures for companies had just been released for free downloading.

The challenges

The many forms were difficult for businesses to locate and use, and businesses were often asked for the same piece of information multiple times by different agencies. In fact, the 40,000 form fields included so many duplications of information that it turned out there were only 20,000 unique pieces of information involved.

These conditions created an unnecessary administrative burden, both for businesses and for agency case workers, who had to double-check a lot of information.

Furthermore, paper-based submissions led to excessive processing time for applications, in part because each form in a complex process would typically first be released when the previous form had been processed.

Some examples of complex application processes are:

- Starting up a new business.
- Requesting a construction permit for a house.
- Seeking approval for a new product.
- Applying for agricultural subsidies, foodstuff inspection, etc.

What Resultmaker did

Resultmaker deployed a complete e-government platform, involving the following steps:

- Using Resultmaker XML Factory™ to create a common data model that transformed the 1,500 forms and 40,000 fields into one consistent relational model of 20,000 data elements with recommended captions (also for code lists, so that forms can be automatically generated).
- Using Resultmaker XML Factory™ to express the entire data model as XML Schemas.
- Using Resultmaker XML Factory™ to generate 700 of the 1,500 forms as e-forms, applying layout to all the forms and creating business logic in excess of the data model.
- Ensuring that all the forms were approved by the agencies responsible for them.
- Creating automatically generated transactions (with digital signature) for all the forms, as well as system integration to the agencies' back office systems where they were ready.
- Creating a business model for the business processes and generating workflows for forms and case handling.

The results

Businesses can now interact completely digital with the public sector, as soon as they have downloaded a digital signature.

The public sector saves money, due to the direct input of signed data into their systems and the fact that data is validated by machine.

Denmark was the first country to achieve this goal, Followed by Norway, 5,000 digitally signed XML transactions a day now originate from Virk.dk and flow directly into the back office systems of the agencies and municipalities.

Virk.dk – Migration to new platform with new integration model



The Client

The Government has set a goal of making it easier to be a company in Denmark.

Cross-national VIRK (Center for Virk.dk), falls under the Danish Commerce and Companies Agency (DCCA), who works to ensure digital services are developed to ease administration in other Danish agencies. This was done by developing the official business portal, Virk.dk.

All public reports in one place

At Virk.dk companies find all public reports gathered in one location. It is the individual authorities that develop and own the report solutions. At Virk.dk, it is also possible to search for business related information, e.g. about new law and regulations from all public authorities.

In January 2008, Virk.dk had approximately 290,000 unique users, 170,000 users (FDIM statement) and more than 75,000 report transactions.

Migration to the new platform

Virk.dk was first launched in 2003. In 2004, the technology was changed and the new Microsoft based platform, Resultmaker, was given a main role in the report part. In 2008, the portal was to be relaunched on another platform with a completely different integration model based upon new public standards.

Existing services and user data from the first version were to be migrated to the new platform.

The challenge

Existing user data and approximately 250 of the existing services, in the form of reporting and application workflows were to be migrated at once, with as little downtime as possible.

Among these workflows was the nationwide Sickness Pay Solution with 7,000 – 15,000 transactions weekly.

At the same time, the new platform was to support the common public user management via a single sign on, despite the standard not having been adopted yet.

What Resultmaker did

The following were migrated:

- 250 Workflows
- 21 databases
- 1,200,000 in progress and completed applications and reports

- 1,600 GB data
- 20,000 users and their data
- 250 integrations/firewall openings for authorities and web services

The following were established:

- 3 new RM Process Platform environments
- 27 servers installed using Resultmakers deploy tool
- Implementation of the common public integration model based upon the SAML 2.0 standard up against the common public user and rights control on Virk.dk.
- Implementation of the common public integration model based upon frame integration and concurrent upgrade of front-end to modify visual integration
- Upgrading to a completely new version of software from Resultmaker Online Consultant 4.8 to Resultmaker Process Platform 5.1.
- Databases upgraded from SQL 2000 to SQL 2005
- Integration to CVR Online

The Results

- A new Virk.dk, where the most important information, namely the authorities' existing reporting solutions and user data are migrated.
- Establishment and installation performed at the agreed time and price
- A better user experience in the form of a faster and more robust platform
- For the most part, users did not experience any problems, migration was carried out in accordance with the planned scenario with the system down for 3 days over a weekend.

Resultmaker ∴ Innovative People ∴ Decisive Technology

Resultmaker is a Danish company specialized in the development of intelligent software for improving mission critical business processes across humans and systems – the essence of running and developing the business of our customers.

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