

Virk.dk

Platform for digital reporting from businesses to government – with a daily volume of 6,000 digitally signed transactions holding validated data



Client

The Danish government wanted to ease the administrative burden for companies in Denmark.

The cross-governmental VIRK¹ (Centre for Virk.dk), which is a part of the Danish Commerce and Companies Agency (DCCA), acted as the commissioning authority on behalf of the Danish state. VIRK works to ensure the development of digital services to ease the administrative tasks of companies in Denmark.

The goal was to give businesses a single integrated site for reporting to and interacting with the entire public sector.

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

Challenges

The many forms that companies had to fill out were difficult to locate and use, and companies were often asked for the same piece of information multiple times by different agencies.

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).

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 administrators, who had to double-check a lot of information.

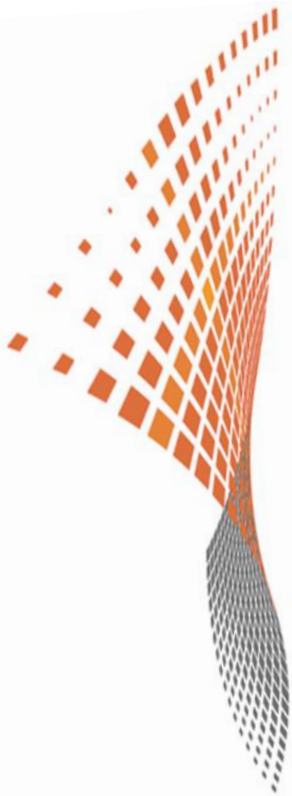
Furthermore, paper-based submissions led to excessive processing time for applications, in part because each form in a complex process would typically first be released when the previous form had been processed. Starting up a new business exemplifies this.

Solution

Resultmaker deployed a complete e-government platform. On Virk.dk, companies can find all governmental forms and workflows in one place. Each authority develops and owns its own solutions.

Through Virk.dk, companies can report to and communicate with the entire public sector.

¹ Virk is an abbreviation for *virksomhed* (company). Virk is also the imperative of *virke*, meaning to work, operate or run.



The system is based on a shared and consistent relational data model. In the process of creating the model, redundancy was eliminated and the number of data elements was reduced from 40,000 to 20,000.

700 of the existing 1,500 forms were converted to e-forms, complete with layout and business logic.

A business model for the business processes was created, and workflows were generated for combining forms and case handling in a single process.

Results

Businesses can now interact completely digitally 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.

6,000 digitally signed XML transactions a day now originate from Virk.dk.

Facts

The system is based on Resultmaker Process Platform®.

Uptime: 99.8%.

Initialization: 2004-2008 (migrated to a new platform).

Virk.dk was first launched in 2003. In 2004, the technology was replaced, and on the new Microsoft-based platform, Resultmaker played a leading role with regard to reporting via forms and workflows.

Operation: KMD.

Users: 290,000 unique users on Virk.dk. 170,000 users in January, 2008, according to FDIM.

Transactions: 6,000 per day on Resultmaker's platform.

"UPTIME 99.8%"

"During the last year, we have had an uptime of 99.8%, and the reward has been an increase in the number of reporting transactions of more than 250%."

Carsten Loesch, Head of VIRK, March, 2008

Virk.dk – migration to a new platform

New integration model, better user experience, faster and more robust platform



Client

The Danish government wanted to make it easier for companies to operate in Denmark.

The cross-governmental VIRK (Centre for Virk.dk), which is a part of the Danish Commerce and Companies Agency (DCCA), works to ensure the development of digital services to ease the administrative tasks of companies in Denmark.

This was done by developing the official business web portal Virk.dk.

Challenge

On Virk.dk, companies can find all governmental forms and workflows in one place. Each authority develops and owns its own reporting solutions.

In 2008, the portal was to be re-launched on another platform with a completely different integration model based on new public standards.

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

Among these workflows was the nationwide Reimbursement of Sickness Pay solution with 7,000-15,000 weekly transactions.

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

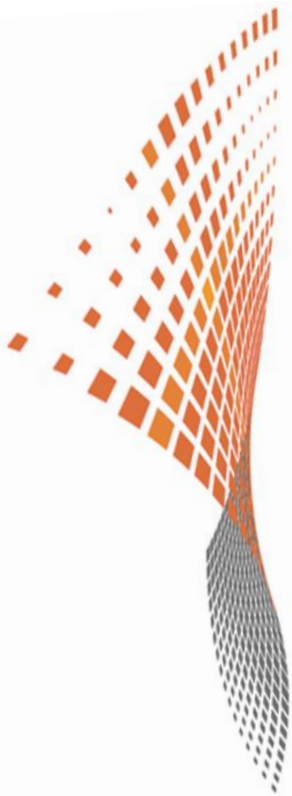
Solution

The following were migrated:

- 250 workflows.
- 21 databases.
- 1,200,000 applications and reports that were in progress or completed.
- 1,600 GB of data.
- 20,000 users and their data.
- 250 integrations/firewall openings for authorities and web services.

The following were established:

- 3 new Resultmaker Process Platform® environments.
- 27 servers installed using Resultmaker's deploy tool.
- Implementation of the common public integration model based on the SAML 2.0 standard in relation to the common public user and rights control on Virk.dk.



- Implementation of the common public integration model based on frame integration and concurrent upgrading of the front end to modify the visual integration.
- Upgrading to a completely new software version, from Resultmaker Online Consultant 4.8 to Resultmaker Process Platform® 5.1.
- Upgrading of databases from SQL 2000 to SQL 2005.
- Integration to CVR Online.

Results

- A new Virk.dk, where the most important information, namely the authorities' existing reporting solutions and the users' data, have been migrated.
- Establishment and installation performed on time and with the required quality.
- Better service for users, 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 three days during a weekend.

Facts

The solution is based on Resultmaker Process Platform®.

Uptime: 99.8%.

Initialization: 2008-2010.

Virk.dk was first launched in 2003. In 2004, the technology was replaced, and on the new Microsoft-based platform, Resultmaker played a leading role with regard to reporting via forms and workflows.

Operation: KMD.

Users: 290,000 unique users on Virk.dk. 170,000 users in January, 2008, according to FDIM.

Transactions: 6,000 per day on Resultmaker's platform.

"UPTIME ALMOST 100%"

"Since the launch of the current Virk.dk platform in the spring of 2008, uptime has been almost 100%, which is very impressive!"

Carsten Loesch, Head of VIRK, October, 2008