

eSyn – vehicle inspections

A completely digital administration solution with 6,000 to 20,000 daily transactions



Client

The Danish Transport Authority is an agency within the Danish Ministry of Transport with responsibilities and tasks that span several means of transportation: rail, road and air. The agency covers a wide range of tasks in the areas of railways, ferries and other forms of public transportation, as well as road transportation, car technology and in tasks in connection with the postal legislation.

In the area of aviation, the agency ensures the prerequisites for safe civil air traffic in Denmark in relation to the aviation sector and its passengers. The agency also runs Bornholm Airport.

The Danish Transport Authority operates in the interface between the political level and the companies in the transportation sector.

The agency has about 400 employees.

Challenges

The Danish Motor Vehicle Inspection Agency was to be privatized in 2005, and the business of inspecting each Danish car opened up to free competition by companies accredited by the Danish Transport Authority (Trafikstyrelsen).

The Danish Transport Authority therefore needed a solution that would enable private vehicle inspection companies to retrieve data on a particular car and to pass their inspection reports – with approval or comments – on to the Central Vehicle Registry (Centralregistret for Motorkøretøjer).

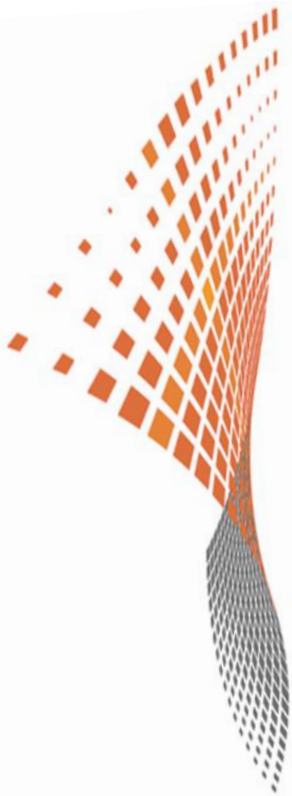
All data exchange was required to be done via electronic forms and system-to-system web service interfaces, rather than on paper. Participation in the online system would be a requirement for companies wishing to engage in vehicle inspection.

With an expected 7,000 car inspections a day, the demands on up-time and stability would be higher than for other e-government solutions. Since a fallback to paper forms would not be possible, a system breakdown would mean that vehicle inspections would come to a halt all over the country.

Resultmaker was chosen due to the company's reputation as a supplier of very stable and cost-effective solutions.

Solution

The solution consists of a comprehensive back office system for vehicle inspection that ties together the Danish Transport Authority, the Central Vehicle Registry, the police, and



all the vehicle inspection companies, and of a number of electronic forms (for example, the form for re-inspection) that can be accessed through Virk.dk, and that submit data to the back-end system.

The solution is one of the largest SOA solutions in the public sector in Denmark, based on the number of transactions and inquiries.

The solution was relaunched on October 1, 2009. New rules required inspection companies to report the full content of the inspection report to eSyn. This gives the Danish Transport Authority easier access to data, allowing it to carry out more efficient surveillance and to focus its efforts on those inspection companies that deviate statistically.

With the improved system, the Danish Transport Authority can base its surveillance on completely current data, rather than data that is up to three months old, as in the past. Furthermore, inspection companies can now access inspection reports on all cars, regardless of the region in which the car was inspected.

Results

The Danish Transport Authority became one of the first agencies to rely entirely on a solution with no paper-based forms to fall back on.

Vehicle inspection is now open to free competition, leading to significantly increased availability of inspection services while creating profit for the businesses involved, and, importantly, without requiring additional civil servants to manage the new business.

So-called “inspection shopping” is now easier to reveal, as the improved system shows the full history of the car. “Inspection shopping” is when a car owner who receives a bad inspection report chooses to have his car inspected by another company the following day in hopes of obtaining a better report.

Facts

The solution is based on Resultmaker Process Platform® and uses Resultmaker Transaction Engine™.

Initialization: 2005.

Relaunch: October, 2009.

Operation: KMD.

Transactions: 6,000-20,000 per day (June, 2010).

“CALLS A HALT TO INSPECTION SHOPPING!”

“The system will be a great help to the inspection companies and to us in our efforts to reveal ‘inspection shopping,’ where a car owner after a bad inspection report takes his car to another inspection company the following day to get a better report. With the new system, it’s possible to see the full history of a car and call an efficient halt to that sort of thing.”

Chief Consultant Leif Lorentzen, Danish Transport Authority,
about the relaunch of eSyn in 2009