"Fujitsu Prisme speeds things up and Esbjerg Municipality has been able to get rid of a lot of paperwork. In addition, digitization has meant that we have not needed to fill vacant positions."

Hardy Rasmussen
Assistant Office Manager
Esbjerg Municipality

To comply with the national digitization strategy, Esbjerg Municipality deploys Fujitsu Prisme, enabling better visibility, streamlined workflows, and flexible support.

At a glance

Country: Denmark
Industry: Local Government
Founded: 1868
Website: esbjerg.dk

Challenge

In recent years, local authorities in Denmark have had to comply with a joint public digitization strategy for innovation and efficiency using digital processes. Local authorities are therefore keen to introduce efficient processes for finance management and procurement.

Solution

Esbjerg Municipality turned to Fujitsu Prisme, which is based on Microsoft Dynamics AS, and includes modules for Finance and Resource Management, Debtors, and Management Information, as well as eCommerce for local authorities and regions in Denmark.

Benefit

- Improved overviews and financial management potential
- Simplified and streamlined work processes
- Flexible support of management policies, procedures, and organizational structure
- Future-proof standard technology
- Reliable solution and high level of service

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Customer

More than 115,000 people live in Denmark's Esbjerg Municipality, which covers an area measuring 750 square kilometers. On a daily basis, a 10,000-strong workforce attends to the municipality's duties through 350 decentralized institutions.

Products and Services

- Fujitsu Prisme

Automated book-keeping

In recent years, Danish local authorities have had to comply with a joint public digitization strategy. This strategy requires innovation and efficiency in the public sector by way of digital processes. Esbjerg Municipality selected Fujitsu in 2003 as its partner for finance and process management. The municipality has since tendered this function, and again selected Fujitsu.

"Fujitsu offers an easy-to-use system in Prisme, which is very user-friendly thanks to its tight integration with our other IT solutions, such as Word, Excel, and the like. Our employees can familiarize themselves with the system very quickly," explains Hardy Rasmussen, Assistant Office Manager, Esbjerg Municipality. "We currently have 1,100 active users on the system, who all say the same, that the system is effective, user-friendly, and easy to use."

Esbjerg Municipality is currently using Fujitsu's finance, procurement, debtor, and resource management modules, as well as a payroll system from Fujitsu's partner Silkeborg Data, helping to simplify processes and save time.

Delivering transparency and efficiency

Fujitsu Prisme provides decentralized financial management, giving each institution its own pot of money for which they're responsible. The heads of each institution see only their accounts, which they have a complete picture of. As such, there's just one system to navigate, and no need to use pen and paper.

"We've expanded the system with a project and resource management module, as well as a procurement module," adds Lene Andersen, Head of Budgeting and Accounts, Esbjerg Municipality. "This means that to order a product, all users have to do is access the system and add their account number to the product. When the item is delivered, users simply confirm the quality, quantity, and price are correct, and then everything is recorded in the accounts."

A key element in Esbjerg Municipality's solution is the debtor module, which it uses to keep track of who owes what to the municipality. In simple terms, the system sends information regarding arrears to the Danish tax agency (SKAT), as well as reminders and demands to the public.

"We're pleased that we can shape developments and manage operations ourselves. We can also take care of loading files from and sending them to other authorities, such as KMD, SKAT, and Nets," continues Andersen. "We're also setting up our own reminder runs, so we can chase up payments at a time of our choosing."

Esbjerg Municipality has an excellent working relationship with Fujitsu regarding development of the system: "Fujitsu has developed a feature for us whereby Nets informs us how to send demands. Therefore, when a debtor tells us that it received a giro payment order, we can check the debtor system to see if and when the payment demand was sent, either by way of an electronic payment slip for online banking or an e-Boks payment demand. It may sound like a minor issue, but it saves our administrators a lot of discussions," remarks Andersen.

Joint innovation and digital transformation

Esbjerg Municipality is continuously expanding its implementation of Prisme features. One example is electronic management supervision.

"Previously, heads of institutions would print reports and invoices to get an overview of finances," says Andersen. "Now Prisme gives them everything they need, plus the ability to add and save comments to entries. Auditors can track things the same way. This is a tangible efficiency measure."

Esbjerg Municipality, together with Fujitsu, has designed a new feature in Prisme which can cater for one of the municipality's key requirements.

"We'd like to have some better analysis tools. For example, when we pay an invoice, it includes VAT," comments Rasmussen. "However, a Ministry of the Interior scheme allows us to reclaim this from a shared pool. If we record invoices incorrectly, we don't receive this allowance. Fujitsu has developed a tool that can analyze invoices and provide an overview of areas where there may be errors."

Rasmussen and his colleagues occasionally make requests designed to make their day-to-day work easier and create savings. The partnership between Fujitsu and Esbjerg Municipality enables solutions to be found quickly.

"If a central entity, such as the Ministry of the Interior, introduces new requirements, Fujitsu will have already come up with some ideas about how to cater for them," says Rasmussen. "This means we're often one step ahead, which is a great feeling.

"Prisme speeds things up compared with before, and we've been able to get rid of a lot of paperwork," concludes Rasmussen. "In addition, digitization has meant that we have not needed to fill vacant positions. It's hard to put a figure on our benefits and savings, but there's no doubt that it's worthwhile."

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