

Virk.dk
- Digital Government-2-Business Platform

virk.dk



The client

The Danish State wanted businesses to be able to report to and interact with the public sector as if it were a single agency.

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

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

The challenges

The many forms were hard for businesses to locate and use, and they often asked for the same piece of information multiple times. The 40,000 form fields included so many duplications of information that it turned out there were only 20,000 unique pieces of information to ask for.

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

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

- Examples of such application processes include:
- Starting up a new business
- Building a house
- Introducing a new product
- Applying for agricultural subsidies, food chain controls, 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.

Results delivered

Businesses can now interact fully 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.

Followed by Norway, Denmark was the first country to achieve this goal.

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.

Resultmaker .. Innovative Thinking .. 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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