The customer in numbers

2005
established

>250,000
citizens served

>90
ICT professionals

11
partnerships with
local municipalities

24/7
availability
of services

Equalit improves quality of digital government services

About Equalit

Equalit is an ICT partnership of, and for, local authorities. Started in 2005 as a collaboration between the municipalities of Oosterhout and Oisterwijk, the organization's ambition is to reduce ICT costs while increasing quality of service and reducing vulnerability of partner organizations. Having expanded and brought new partners on board, Equalit now acts as the Shared Service Center for the ICT Services of the Municipalities of Alphen-Chaam, Baarle-Nassau, Gilze and Rijen, Hilvarenbeek, Wage on Sand, Oisterwijk, Oosterhout, Woensdrecht, Zundert, for the OMWB (Environmental Service Central and West Brabant) and social work !GO.

The Vision

Equalit's vision was for everyone, both citizens and organizations, to have access to digitalized government services by 2017. The municipalities wanted to jointly achieve better ICT e-services while optimizing process support, and to ensure employees could work flexibly while also bringing them greater levels of information security.

To achieve these goals, Equalit helps municipalities by using The Connecting Foundation (VFE), which consists of a number of important building blocks:

◉ **A Digital Customer Portal (e-forms for citizens / companies)**

◉ **The Broker (information is automatically stored in the right place)**

◉ **Business Systems (all information must be digitally available)**

◉ **Data Warehouse (warehouse as base for core data)**

◉ **Customer Portal (employees of a customer contact center provide correct information)**

In order to contribute to a customer-oriented, effective and efficient government, it is not only important for Equalit to facilitate digital services for citizens and companies, but also improve the quality of these services.

assyst has been deployed to provide IT Service Management (ITSM) services to customers (mostly municipalities) since 2005. *assyst* not only contributes to the professionalization of IT services, but has also made a significant contribution to a more effective way of working through Equalit's central functional management.

Challenge

Since 2005, the challenge for Equalit has been to provide continuous professionalization of its IT Service Management in order to improve the quality of service to end users, whilst ensuring ITIL® best practices are followed.

Solution

assyst has been deployed since 2005 including:

▪ self-service portal to provide transparency to customers

▪ *assyst*Web for easy logging and routing of incidents between the central Service Desk and municipalities

▪ Reports and real-time dashboards for instant visibility

Results

▪ Complete insight into all ITSM related activities

▪ Increased customer satisfaction

▪ Greater employee satisfaction

""*assyst gives us a great deal of insight into our ICT services, allowing us to understand where we can make profits*"
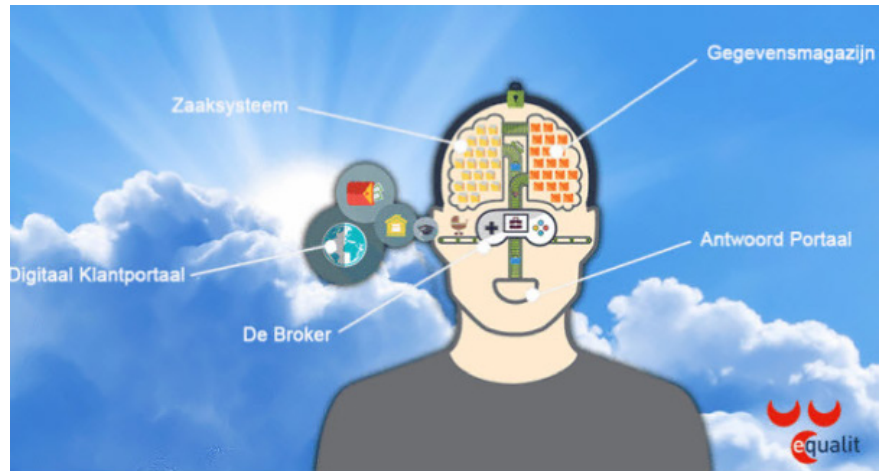
Sep Akkermans, Coordinator Functional Management Equalit

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The Solution

For ITSM services, Equalit's customers can now log and track their own incidents. They are virtually self-sufficient, thanks to the self-service portal (*assyst*NET), where they can register and track their own incidents. *assyst*WEB has also been deployed, allowing an incident to be quickly and easily transferred from the central Service Desk to, for example, the Functional Manager of another municipality.

Reports and real-time dashboards make important information available to Service Desk employees immediately. With instant, real-time visibility, they can respond quickly and adequately to issues and change requests. In 2016, the Equalit Service Desk processed over 6,500 incidents and 9,000 Requests For Change (RFCs).

Effective Service Management. *assyst* not only contributes to a professional IT service for Equalit's customers, but also to a more effective way of working by providing a central functional management.

Complete insight. Because all ITSM related activities are registered in *assyst*, all activities are insightful and transparent. This clarifies the number of tasks for management and also how much time it takes to resolve an incident. 60% of change requests are now automated with workflows and sent directly to the correct resolution group.

Greater customer satisfaction. Self-service and better insights ensure greater end-user satisfaction. Customers now always have view of the status of their incidents. In addition, end users face less interruptions , as their issues are resolved more quickly and efficiently.

The Future

In the future, Equalit wants to offer its customers a full multi-channel service management solution. Customers will be able to choose from a variety of communication channels, in addition to chat and telephone, for example, WhatsApp. By connecting *assyst* to these communication channels, tickets can be created automatically, including user details, and this will significantly boost efficiency.