

# A Powerhouse – now and in the future



**Even though there is still a lot of heavy industry in Herne, located in the German Ruhr district, coal mining and steel production is today just a part of the region's history for most of the city's 170,000 inhabitants. At the end of the 18th century, during the Industrial Revolution, the Ruhr Valley was the powerhouse that drove European growth and Herne's population grew twenty-fold over a period of just twenty years.**

The region has tried to maintain its role as a powerhouse, even though Europe's heavy industry no longer drives productivity and growth on its own. As with other cities in the region, Herne has had to shift its focus and ensure it has highly varied, future-proofed and environmentally friendly business sectors, such as the service industry, tourism and IT.

As part of Herne's modernization process, the local government decided to improve the quality and efficiency of its public services for citizens and companies. From the start, everyone knew that service improvements of this kind would not be achieved simply by hiring more staff. In fact, the service improvements had to

be implemented simultaneously with staff reductions. This required a better use of resources, mainly by improving, automating and rationalizing document processing procedures at the local government offices.

Implementing MultiArchive has improved a number of the city's public services by making the administration more efficient and faster without employing extra staff. To date, the planning department, the land surveyor's office, the tax offices, and driver's license and passport administration have all successfully implemented MultiArchive.

Everyone benefits: citizens, the business community and the employees. For citizens and the business community alike, the MultiArchive implementation has speeded up the processes, and reduced the waiting time for getting passports and building permits.

The employees now have an easier and more flexible solution that simplifies the complex procedures, and significantly reduces time spent on individual tasks. By implementing computer-aided procedures, the workflow involved with issuing passports and driving licenses

has become simpler, faster and more secure. Just a few clicks with the mouse and the employee is directly connected with the relevant authority that approves this specific kind of document. Passport photos and signatures may also be downloaded "online" while completing the necessary application forms.

The city of Herne, like many others running SAP, now sees the clear benefits from integrating their premium ERP system SAP with the premium intelligent document management solution MultiArchive. While they may be dealing with more vital and strictly confidential information than ever before, they now do so with ease, and with the ease of mind that comes from relying on a well proven and SAP-certified solution.

The results of the partnership are very positive. Herne's citizens and business community are witnessing significant improvements in the level of public services, and, at the same time, public employees in departments where MultiArchive has been implemented are experiencing a far less stressful work day.

**SAP**® Certified  
Integration