

# VRSG increases customer satisfaction with an integrated electronic archive



Reference case Content Manager OnDemand



## Client: *Verwaltungsrechenzentrum AG St.Gallen (VRSG)*

IT service provider Verwaltungsrechenzentrum AG St.Gallen (VRSG) is among the leading providers of software solutions and support services for the public administration in Switzerland. The organization puts special emphasis on values like security, reliability and customer satisfaction. It provides modern IT applications to municipal and cantonal authorities and other organizations with a public purpose at highly favorable terms. To this end, it develops and implements software solutions for taxes, resident registration, land and buildings, accounting and technical operations. VRSG also operates a high-performance IT service and computing center. The company is one of the leading electronic data processing centers for authorities in St.Gallen. More than 260 customers rely on VRSG's IT solutions. A comprehensive packaging and delivery service completes the extensive service offering.



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## Highlight

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- **Productivity:** The IBM Content Manager OnDemand archive solution has improved employee productivity and customer service for many of VRSG's clients.
- **Efficiency:** Time-consuming searches in paper-based archives are no longer required, and customer phone queries can be answered promptly.
- **Security:** Compliance to legal requirements for report and document retention can be handled more easily, and archive exposure to natural disasters, e.g., fire, has been greatly reduced.
- **Client satisfaction:** These Content Manager OnDemand solution benefits have helped VRSG to improve client satisfaction and to gain additional clients for its software and services.

## **Business Need**

VRSG wanted to continually enhance its solution and services offerings. Many of its software applications produced reports which needed to be available for user queries or for legal reasons for several years.

Traditionally, these reports were stored and managed in expensive, inflexible and insecure paper-based archives. VRSG decided to enhance its value proposition for existing clients and to win new clients by extending its solutions with an integrated electronic archive. The electronic archive needed to be able to store and manage both electronic reports and external paper documents captured via scanners.

## **Solution**

One of VRSG's key archive requirements was full advanced function printing (AFP) archiving functionality. IBM Content Manager OnDemand was the only standard software offering this functionality.

VRSG implemented its archive solution that consisted of a central IBM Content Manager OnDemand infrastructure with one production server and one backup server, each located in a separate data center. Content Manager OnDemand runs on the IBM AIX platform and an IBM DB2 for Linux UNIX and Windows data server. About 60 applications are enabled for Content Manager OnDemand archiving, and Content Manager OnDemand user queries can be made from about 20 applications. Archived objects can be exported from Content Manager OnDemand for further use by VRSG clients or third-party applications. External documents are captured centrally in the VRSG service center or decentrally at the VRSG client locations via a tailored scanning application.

A total of 8 million objects (20 GB) are archived in Content Manager OnDemand per year. The current archive contains 60 million objects (200 GB). Content Manager OnDemand currently has 4,000 users. The Content Manager OnDemand solution was jointly designed and implemented by VRSG and IBM Software Services for Information Management.

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