HP experts stop flood of paperwork for Dutch civil servants

“We were impressed with the HP Services team because they had a good feeling for what document management is all about in an organisation such as ours.”
Michel Kuijpers, Digidoc project manager, Dutch Ministry of Health, Welfare and Sport

The 5,000 civil servants of Holland’s Ministry of Health, Welfare and Sport develop national policies that directly affect the lives of the country’s 16 million residents and cover a wide variety of topics from sport and food safety to the quality of public health services and smoking regulation.

They generate a huge number of text documents and emails and the law states that if these have any influence on policy, they must be properly and efficiently archived. With paper documents, that’s a big job - in fact the papers in the Ministry’s current archive would stretch for 17 kilometres!

Digital records needed
Efficient document handling and archiving is vital so the Ministry’s IT department recently embarked on Digidoc, a project aimed at replacing paper by electronic documents and forms. Digidoc is based on HP Document Information System solution, using the Microsoft .NET framework with XML technology and makes it easy for users to choose on screen which documents they want to store in the archive.

Because of its front line partnership with Microsoft, its expertise in building total end-to-end solutions for enterprises using the Microsoft platform and its experience within government organisations, HP Services was chosen to implement the application.

“We wanted a final solution that would integrate 100 per cent with Microsoft Office which is where the policy makers do their work and we chose HP as a partner because of its experience in the Microsoft .NET field.”

A team of ten HP Services experts worked with the Ministry for 10 months to implement the ambitious Digidoc project. With more than 20 years experience...
Challenge

- As a policy making body, the Dutch Ministry of Health, Welfare and Sport generates huge amounts of paperwork.
- By law this has to be efficiently archived.
- Paper based systems were time wasting, expensive and inefficient.

Solution

- This solution was based around Microsoft software, using .NET technology.
- The use of reusable components from the HP document information system accelerated the development.
- A team of 10 experts from HP Services masterminded development and deployment of the application.

Results

- Digidoc will eventually allow 2000 civil servants to efficiently archive their documents, improving content and reducing wasted time.
- Over five years, it will have paid for itself between four and five times.
- This enables the Ministry to meet the detailed requirements of the country’s archiving laws.

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