



City of Arnhem
Arnhem, The Netherlands
www.arnhem.nl

Industry:

Public Sector

Employees:

1,800

Oracle Products & Services:

Oracle Fusion Middleware
Oracle Universal Content Management
Oracle Document Capture
Oracle Data Integrator
Oracle Application Server
Oracle WebCenter Suite
Oracle BPEL Process Manager
Oracle Integration and Enterprise Service Bus
Oracle Web Services Manager

Oracle Partner:



Redora BV
www.redora.com

“Arnhem has a wealth of information, which is not widely accessible. By leveraging Oracle to upload our planning archive online, we are improving the service we offer to city employees, citizens, and companies.” – Hemmo de Groot, Director, Information Management, City of Arnhem

City of Arnhem Improves Service with New Digital Planning Archive System

The municipality of Arnhem is the capital of Gelderland Province. Known as the “Green City on the Rhine,” the city lies both to the north and south of the Rhine river. With a population of 143,000, Arnhem is the fourteenth largest city in the Netherlands, in terms of number of inhabitants.

Challenges

- Improve the accessibility of four million planning archive pages for officials, companies, and citizens through digitization and online data availability
- Enable the organization to display the metadata, stored in various systems, with the to-be-digitized planning files
- Provide proper, secure access to all information

Solution

- Worked with Oracle Partner Redora to establish a basis for future service-oriented projects leveraging Oracle Fusion Middleware
- Implemented Oracle Universal Content Management (UCM) to store the digitized planning archive documents such as drawings, building applications, permits and objections and retrieve them simply and efficiently
- Used Oracle Document Capture to scan in four million pages of archived information, providing significant cost savings
- Moved related metadata from diverse operational and archived systems and records into the Redora Business and Data Warehouse using Oracle Data Integrator
- Utilized sheets of paper with barcode labels to link documents to metadata during the scanning process
- Provided rapid and easy access to documents by saving them in a compressed portable document format (PDF/A) during the scanning process
- Achieved secure access to documents through standard security features in Oracle WebCenter Suite and Oracle UCM
- Enabled the organization to access documents quickly online from any location and by several people at the same time, improving service to city employees, citizens, and companies