



Finanzdepartement des Kantons Basel-Stadt

Zentrale Informatik-Dienststelle

Zentrale Informatik-Dienststelle
Basel, Switzerland
www.zid.bs.ch

Industry:

Public Sector

Employees:

100

Oracle Products & Services:

Oracle Database
Oracle Collaboration Suite

Implementor:

Oracle Consulting

“Oracle Consulting has helped us to improve efficiency, taking the Basel administration a good step closer to realizing eGovernment.” – Markus Giavina, Head of Zentrale Informatik-Dienststelle

Zentrale Informatik-Dienststelle Improves Collaboration and Streamlines Processes

Zentrale Informatik-Dienststelle (ZID) manages information technology for all the departments and services in the canton of Basel city on behalf of the government. ZID responsibilities include the administrative computing center (which is located at two sites), the communications and data network (DANEBS), telephony services, the data market (as a central interchange), and the government’s electronic communications/document management platform.

Challenges

- Replace antiquated document management system with a modern system
- Migrate data and large number of user accounts efficiently
- Minimize business disruption during migration

Solution

- Implemented Oracle Collaboration Suite to create a cost-effective, high-performance platform for enhanced communication
- Worked with Oracle Consulting to migrate 3,400 users and 400 GB of data in six months
- Used MS Outlook on the clients for calendar and e-mail, supporting 30,000 e-mails per day
- Achieved high user acceptance using MS Outlook e-mail client
- Improved document availability, making 1.5 million documents available across 1,500 work areas
- Facilitated collaboration by providing interdepartmental document access
- Automated archiving facility to ensure availability of critical information