

The Swedish Gaming Board gains efficiency using FormPipe Platina



When Lotteriinspektionen, the Swedish Gaming Board, started using FormPipe Platina they reduced paper processing and speeded handling of applications, while their personnel spent less time on routine tasks. ECM Magazine met their IT controller Catharina Wallenius.

Background

The Lotteriinspektionen must approve all gambling operating applications in Sweden. Historically, such applications were made on paper requiring time-consuming processing. A simple example is placement of a gaming machine in a restaurant—which required seven different documents to be filled in for the application to start. These are then sent to the local municipal district administration for review and response, again on paper sent back to the Board. With over 2,200 such sites throughout Sweden, all needing annual license renewal, you can understand the amounts of paper being sent back and forth. This takes significant time for personnel to perform time consuming routine tasks, including entering the paper based information for digital processing. As this became obviously inefficient, the Board's General Director ordered replacement of the custom-built legacy system with a newer, more flexible, module based case and document management system.

A flexible system

The choice fell to FormPipe Platina after a thorough evaluation of the market. One advantage is that our product is modularised so that Lotteriinspektionen only had to buy the parts they use. But another advantage weighed even heavier in the choice.

—We mostly liked the product's flexibility compared to the other systems we evaluated. This enabled us to easily integrate FormPipe Platina with our business system and an in-house system we developed to manage granting licenses, related Catharina.

The Gaming Board purchased modules for case, journal and document management, which together have enabled the Board to automate many tasks they previously did manually.

Back to the restaurant gaming machine—these

license applications are now sent electronically as a digital document. Personnel at the Gaming Board only need to review that the information is correct and click OK. The application is stored automatically and the review is sent to the appropriate person in the right municipal district. After approval, the license is sent back electronically to the right applicant.

Greater efficiency

This has increased efficiency significantly in work processes at the Gaming Board. "We no longer have to handle the 14,000 pieces of paper annually that we used to. But rather, we take only one minute to enter an application to the system, instead of the ten minutes before, says Catharina Wallenius. Another advantage with FormPipe Platina is that every document is now indexed and placed correctly. There is no longer the risk of someone accidentally misplacing a document, which is then difficult to find. FormPipe Platina helps to organize all this without the active involvement of anyone. Even though it can be a little difficult starting to use any new product, they did not experience serious problems with FormPipe Platina at the Gaming Board according to Catharina.

—Our personnel had to learn new work methods, but the product is so user-friendly that we were able to start using it easily, she adds. FormPipe Platina lets our personnel perform more interesting tasks than just re-entering something that is written on paper. In the one-and-a-half years that FormPipe Platina has been used at the Gaming Board, the product is wi-

What we liked most was its high degree of flexibility. This made it easy to integrate FormPipe Platina with our other systems.

dely accepted and Catharina is convinced that there are still gains to be made using the product.

—We appreciate when our digital systems and products can do routine tasks for us so we can work on more qualified tasks, and we see that FormPipe Platina has enabled this well for us so far. We anticipate using the product even more to increase efficiency in the future she adds.

In summary the Gaming Board gives FormPipe Platina an A+.

—We are extremely satisfied with FormPipe Platina and it has definitely been a good investment for us, Catharina concludes. **FP**

FormPipe Platina

FormPipe Platina is a modern Web-based information processing platform with powerful capabilities for integration. The platform is based on the latest Microsoft technology and has many revolutionising ECM innovations. FormPipe Platina is a flexible product that enables quality, control, and profitability. This increases satisfaction in customers and the public alike.

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FormPipe Platina helps make business processes more structured, effective, and consolidated. A significant advantage with using FormPipe Platina for ECM is that much of its functionality is contained in standard settings, while keeping a high degree of flexibility for customer-specific solutions. Customers always retain control of the functionality they need to implement and the pace of implementation.

The standard product has functionality for document, process, case, and register management. FormPipe Platina also has built in functions that facilitate operations-specific configuration, rather than requiring added programming. Its flexibility and configurability makes the product highly cost effective for our customers. FormPipe Platina can also be used to visualise, automate, and analyse processes in a fully integrated way so their form and function can be clearly presented. The Platina Process Server makes it easy to create professional process views that can be used to automate operations processes at many different levels.

FormPipe Platina can meet many needs, including:

- » **Efficient information management.** The amount of digital information is steadily growing and businesses must be able to determine what is critical to operations or not. Organising and controlling that information, so the right person has the right information at the right time can be a competitive edge, and it will become more important in the future.
- » **Traceability and regulatory requirements.** Documentation and information must to an increasing degree be available for audit and review to meet regulatory requirements such as the Sarbanes Oxley Act, ISO standards, patient security laws, FDA CFR 21 Part 11, and the principle of transparency. Well-structured, traceable electronic information and structured working processes are the foundation for the legal and correct processing in all cases. Traceability strengthens the organizations position in legal disputes by organising all documentation.
- » **Collaborative and automated processes.** When information is stored electronically, both an opportunity and a need for automated processes can arise. FormPipe Platina has a powerful tool to map and draw the processes graphically, and to add functions that automate these processes and link the right users with relevant documents. Using this process tool includes letting the user:
 - » Create uniform processes that increase efficiency among employees.
 - » Optimise the organization by enabling reports and analyses in real time.
 - » Reduce risks by establishing standard procedures and policies for all processes.
 - » Obtain full traceability in every step.
 - » Gain quality assurance in all work processes.
- » **Archiving.** Regulatory requirements are increasing for electronic storage and classification of all e-mail, paper documents and electronic documents. FormPipe Platina fully enables this including functionality to make these files undeletable.

Customers who are currently using FormPipe Platina are Tele2 and Länsstyrelserna. **FP**