



Successful Digitalization at the Ministry of Transport

User Survey



"You would think it was a lie, but employees say they are actually happier at work after the introduction of the new IT-system".

Department Head, Jacob Heinsen, March 2010

On January 4th, 2010 the central department within the Ministry of Transport took a step into a future which a few years ago seemed utopian. The department completed a total digitalization of all internal workflows.

Now all personnel groups work digitally, from youngest employee to the Minister, and all work and case processing, knowledge sharing, communication as well as archiving and journalizing is managed within a one-single IT-system: cBrain F2.

The use of printers has been significantly reduced, and the complete digitalization of all internal work processing offers a much better work and case overview, while at the same time cases move faster internally.

The digitalization project included a replacement of the Ministry's previous Case Processing and Document Management System, and the Ministry has conducted a user survey 2 months after the new system went live. The survey shows a number of significant results, including that user satisfaction have shifted from "not satisfied" to "satisfied" and at the same time the digitalization has had a significant positive impact on the general work satisfaction among employees in the department.

User Survey at the Ministry of Transport

"The ultimate test is of course that results meet – yes, in fact exceed – project goals"

COMPLETE DIGITALIZATION AT THE MINISTRY OF TRANSPORT

On January 4th, 2010 the Ministry of Transport implemented a complete digitalization of all internal workflows. Already now, about 3 months later, the Ministry can report that the project has been a success.

Complete digitalization means that all work and case processing, knowledge sharing, communication, archiving and journalizing is now carried out electronically within one system, the Case Processing and Document Management system: cBrain F2.

Head of the department, Jacob Heinsen said: "Like most others, we have used an electronic document management system for a number of years. But it simply did not give us the expected advantages because systems were not integrated and cases still moved around internally based on paper. When introducing the new system, we did not forbid paper based case processing, but paper has simply been outperformed.

Employees find it easier to process cases and submit them for management approval now that is supported electronically. Employees no longer have to make a lot of paper copies, and they can follow the case flow in F2. With the new system, electronic case processing and document management is no longer an extra work load, but instead it really makes work easier".

A user survey, 2 months after going live, confirms this impression. By replacing the previous electronic case processing and document management system with cBrain F2, user satisfaction has changed from "not satisfied" to "satisfied". "You would think it was a lie, but employees say they are actually happier at work after the introduction of the new IT-system" says head of the department, Jacob Heinsen.

Project manager Thomas Ginnerup-Nielsen says about his experiences with the project: "It has been hard work, but we have in fact not seen any crisis during the project. In itself this is exceptional for a governmental IT project. But the ultimate test is of course that results meet – yes, in fact exceed – project goals".

INTRODUCING THE USER SURVEY

The digitalization project at the Ministry of Transport included the replacement of the Ministry's previous "Case Processing and Document Management" system with cBrain F2. In a user survey made 2 months after going live, all groups of employees were asked to assess the new IT-system with respect to:

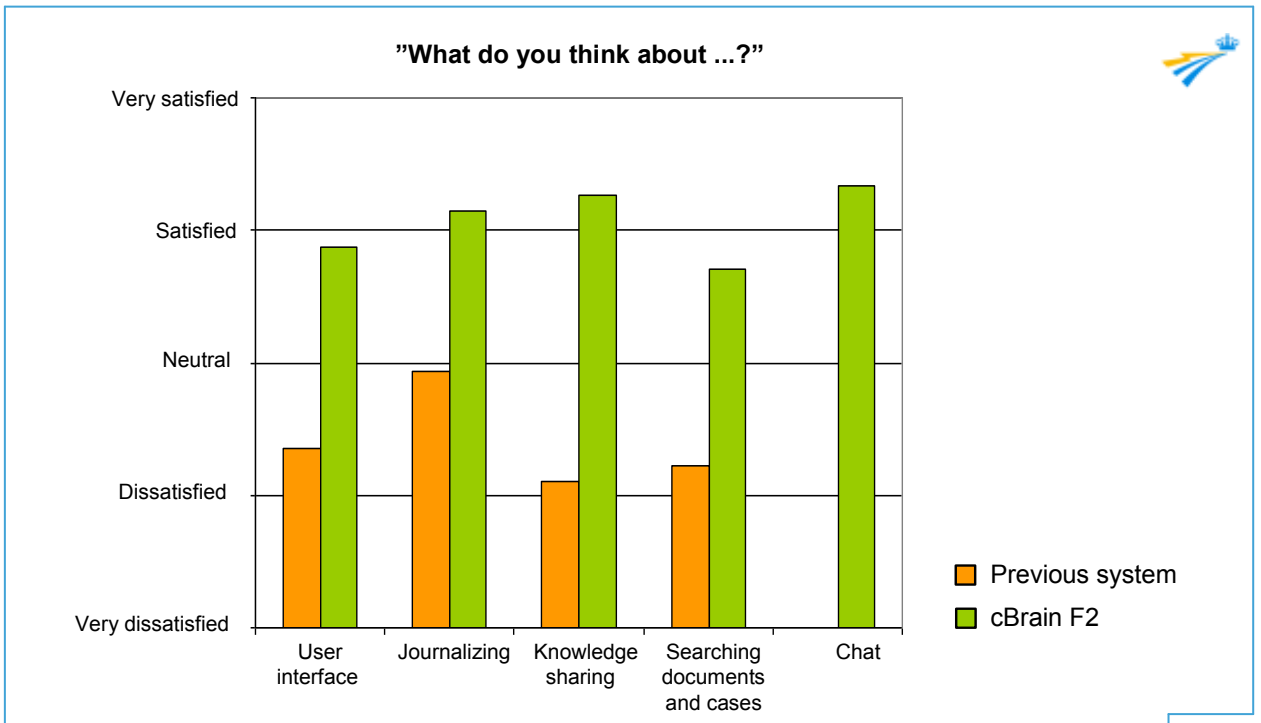
- User interface
- Journalizing
- Knowledge sharing
- Searching for documents and cases
- Chat function
- Work transparency
- Work satisfaction

It is noted that a Chat function was not included in the old IT system. Chat is thereby an example of new functionality, in this case a so-called "social media technology", which has been introduced as an integral part of the digitalization project.

The main results of the survey show a significant transformation, which includes user satisfaction shifting from "not satisfied" to "satisfied".

Meanwhile head of the department, Jacob Heinsen notes: *Maybe it is the first time in world history that a large number of employees are happier for their work 2 months after the introduction of a new Case Processing and Document Management system!*

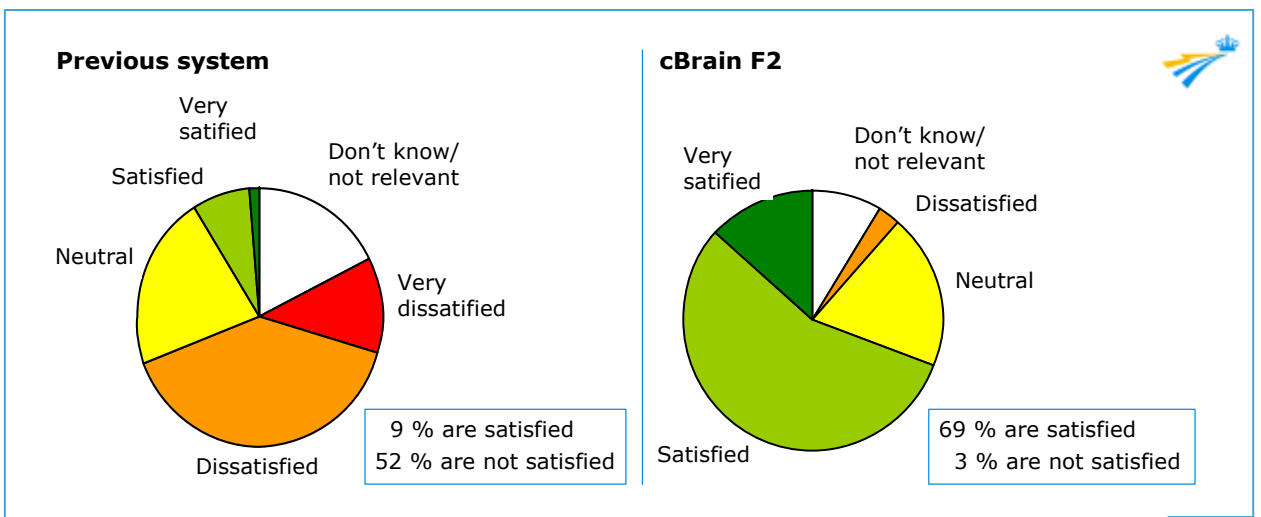
MAIN RESULTS OF THE USER SURVEY



Main results of the user survey show a significant shift in all areas, and it is noted that the average user

satisfaction has changed from "not satisfied" to "satisfied".

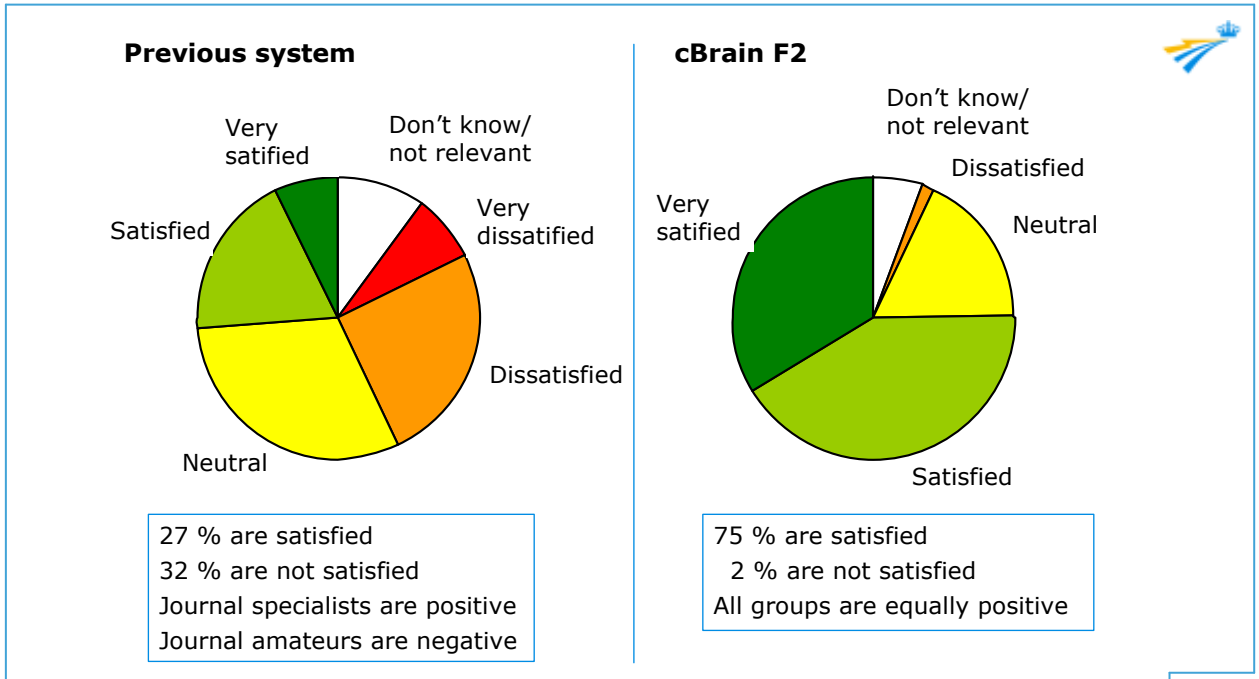
USER INTERFACE



2 months after the shift to cBrain F2, 69% of employees respond that they are "satisfied" or "very satisfied" with the user interface.

This is a remarkable change compared to earlier when only 9% of employees were "satisfied" or "very satisfied", while 52% of employees were "dissatisfied" or "very dissatisfied" with the user interface.

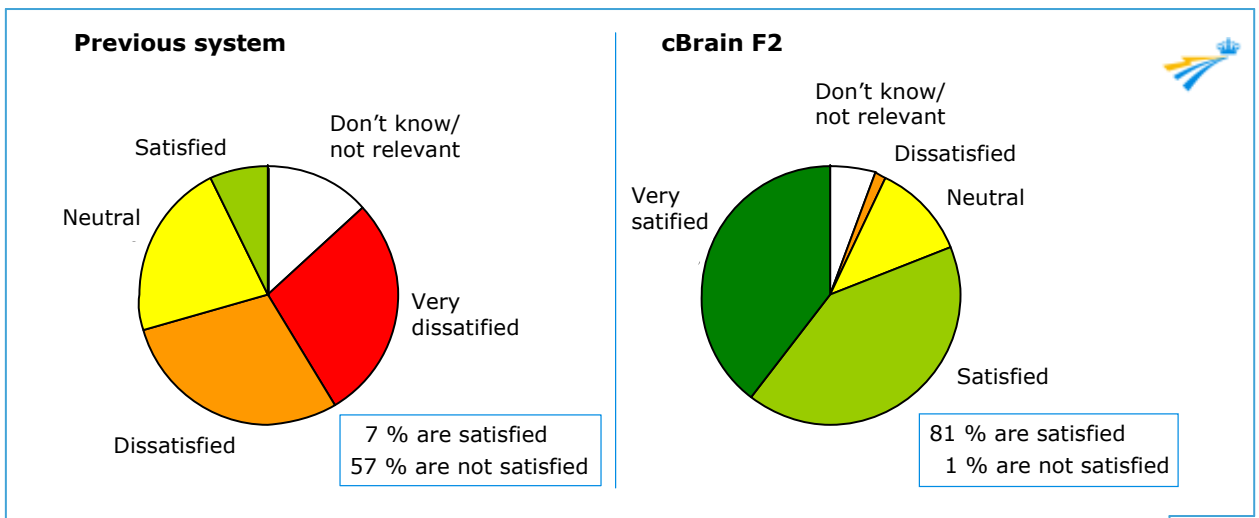
JOURNALIZING



Previously 27% of employees were "satisfied" with respect to journalizing, while 32% were "dissatisfied". After replacing the IT system with cBrain F2, 75% of employees are "satisfied" while only 2% of employees are "dissatisfied".

Meanwhile the Ministry of Transport notes that, with the new system all groups of employees are equally satisfied, while earlier it was primarily the so-called "journal specialists" who were satisfied.

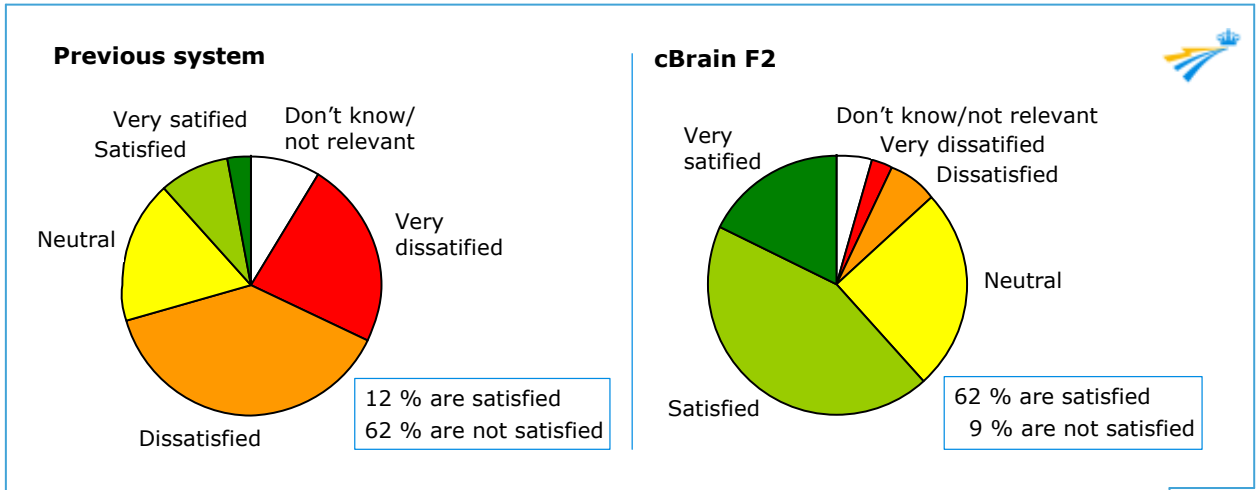
KNOWLEDGE SHARING



After the transition to cBrain F2, 81% of employees respond that they are "satisfied" or "very satisfied" with respect to knowledge sharing, while only 1% is "dissatisfied".

The Ministry of Transport calls this a **quantum leap**. Previously only 7% of employees were satisfied with respect to knowledge sharing, while 57% of employees were "dissatisfied" or "very dissatisfied".

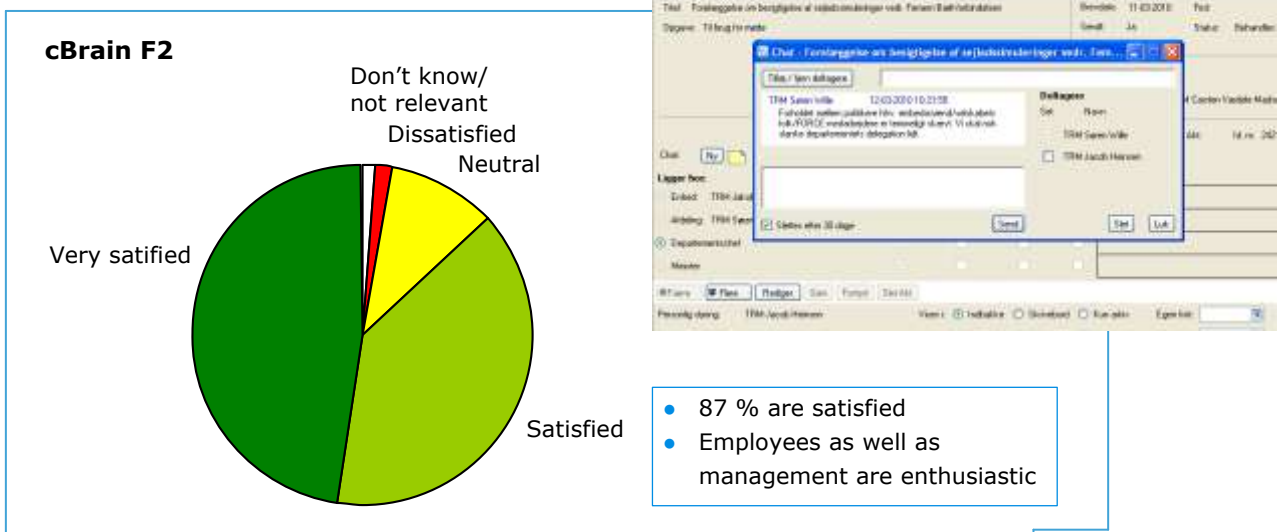
SEARCHING DOCUMENTS AND CASES



With respect to "searching documents and cases", the user survey shows a significant positive change. Previously 62% of employees were "dissatisfied" or "very dissatisfied", while only 12% were "satisfied" or "very satisfied".

But after the transition to cBrain F2, 62% of employees respond that they are "satisfied" or "very satisfied", while only 9% are "dissatisfied" or "very dissatisfied".

CHAT



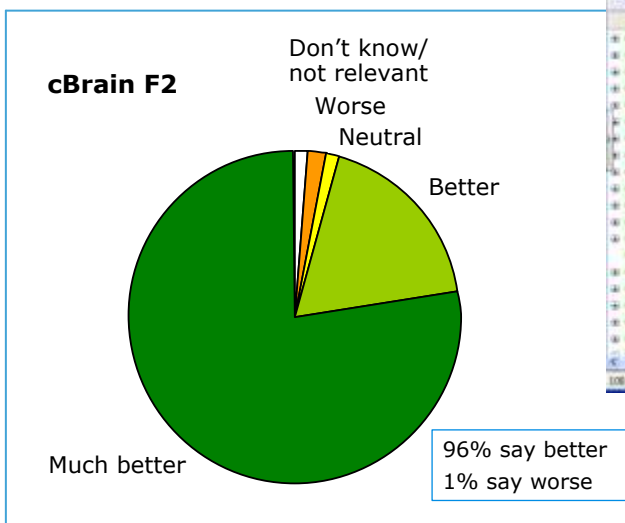
The previous system did not offer a Chat function, and Chat is an example of new functionality based on "social media technology" being introduced as an integral part of the digitalization project.

Chat works like a "fast mailing function", but within the context of a case matter, and it supports informal communication at all levels across the organization.

Chat has proven to be a major success, and the Ministry of Transport explains it this way:

- *Employees as well as management are enthusiastic*
- *It is difficult to explain... why it is that smart – but it works!*

TRANSPARENCY WORKS IN ALL DIRECTIONS



Titel	Id nr.	Titel	Ansvar person	Forslag sendt	Forslag aft.	Forslag det.	Forslag snt.
Beskrivelse af behandling af L.	22826		Minister	TRM Flemm.	TRM Class.		
FFL11 - Forsvarsmateriel: søm.	22808		Departement	TRM Håkon Fr.	TRM Søren.		
Forslagelse af materiale til søm.	22702	09-03-2018	Minister	TRM Mikael S.	TRM Class.		
Lage af Forslagelse ved søm.	22924		Minister	TRM Susanne.	TRM Class.		
Beskrivelse af L. behandling af L.	22925	12-03-2018	Minister	TRM Flemm.	TRM Class.		
Forslagelse ved Sømløsning.	22227		Departement	TRM Mikael S.	TRM Søren.		
Godkendelse af sømløsning.	19992		Departement	TRM Lasse W.	TRM Class.		
Forslagelse af ADSL-koncept L.	22374		Afdeling	TRM Class H.	TRM Mikael.		
Valg af ny bestyrelsesformand for.	22690		Erhverv	TRM Mikael S.	TRM Class.		
Materiale til sømløsning TT. søm.	22292		Minister	TRM Susanne.	TRM Class.		
Procesforretning ved sømløsning.	22604		Departement	TRM Mikael S.	TRM Class.		
Supplerende notat til Kystdirekt.	22426		Afdeling	TRM Jakob K.	TRM Søren.		
Altids- og beredningsstatus.	22826		Erhverv	TRM Jakob K.	TRM Class.		
Forslagelse - Omstilling af p.	22817		Minister	TRM Håkon Fr.	TRM Søren.		
Omstilling af folketingsmedlem - st.	22474		Erhverv	TRM Mikael.	TRM Class.		
Materiale til sømløsning. søm.	22424		Erhverv	TRM Jakob K.	TRM Class.		
TRM's beredningsstatus til sømløsning.	22826		Erhverv	TRM Jakob K.	TRM Class.		
Fysisk placering af medarbejder.	21990		Departement	TRM Håkon Fr.	TRM Søren.		
Vedligeholdelse i international T.	22232		Minister	TRM Susanne.	TRM Class.		
Materiale til T. søm af sømløsning.	22826		Minister	TRM Lasse W.	TRM Class.		

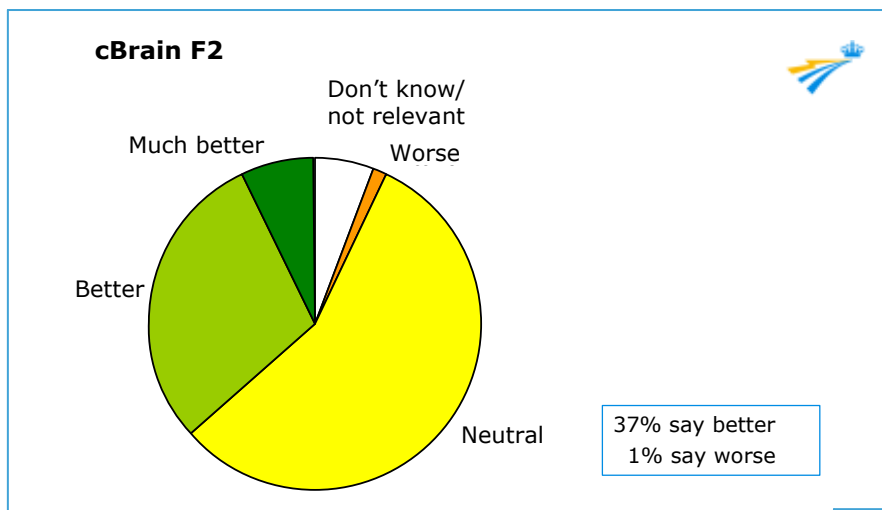
Employees at the Ministry of Transport were asked about "Transparency" with special attention to the option of following the approval process, as this is of great importance for day-to-day business.

96% of employees respond that it is "better" or "much better", while only 1% respond "worse".

The Ministry of Transport comments to the survey: We have a much better general overview of work and case processing – which has become **"alarmingly transparent"** to employees as well as management:

- Management and the Private Office of the Minister are now able to follow up on deadlines
- But similarly employees can now follow cases as they are being processed by managers and the Minister

EMPLOYEES ARE HAPPIER NOW – INCREASED JOB SATISFACTION



Finally, employees were asked about their personal job satisfaction.

When asked: "Since the transition to cBrain F2, what do you think about your personal job satisfaction?" 37% responded "better" or "much better".

Related to this, the Ministry of Transport notes:

"Maybe it is the first time in world history that a large number of employees are happier for their work 2 months after the introduction of a new Case Processing and Document Management system!"

PROJECT GOALS – CURRENT RESULTS

Before initiating the digitalization project, the Ministry of Transport lined up a number of project goals.

Related to the user survey, the Ministry notes that not only have goals been reached – but the Ministry also notes that “results exceed project goals”.

The Ministry of Transport has published the following goals and preliminary results:

- **Knowledge sharing and accessibility of documents: Yes**

Comment: It is in fact possible – and easy – to search and find cases and documents in “real-time”

- **Work assignment and deadline management: Yes**

Comment: Yes, but we still see areas where future improvements are possible.

- **Transparency and general overview of case processing: Yes**

Comment: Work and case processing has become “alarmingly” transparent to both management and employees.

- **Version management: Yes**

Comment: Yes, in excess – it is 100% clear to everybody which version is the current one.

- **Effectiveness: Yes**

Comments:

- Printers and copy machines are already used significantly less
- Journalizing is just one mouse click
- “Processing time” related to a case has been significantly reduced: from 3.4 days down to 2.2 days – measured from approval by the office manager until the time of posting the ministerial response.

- **Legal and regulatory compliance: ?**

Comments: So far all technical barriers have been eliminated, and quality assurance has been implemented.

About cBrain F2

ALL-IN-ONE SOFTWARE SOLUTION FOR PAPERLESS GOVERNMENTAL ORGANIZATIONS

cBrain F2 is a new type of governmental software solution for process optimization enabling governmental organizations to fully eliminate the internal use of paper and go “paperless”.

The all-in-one software solution covers all work, including formal as well as informal communication, while supporting everybody from youngest employee to the Department Head and the Minister. This will not only automate and increase work efficiency - it will also transform work behavior and organizational culture.

PAPERLESS FAST TRACK

Going “paperless” is a green fast track with significant business benefits.

It offers time and paper savings, increased quality of work as well as business control and regulatory compliance - while demonstrating an attractive and measurable business case.

AND fast implementation is possible due to the nature of software component architecture which delivers flexibility, ease-of-use and directly support knowledge processes in governmental departments.

But experiences also show that the transition to paperless workflow also influences organizational culture as well as how people collaborate and share knowledge.

HIGH-PERFORMANCE PUBLIC ORGANIZATIONS

cBrain F2 is a complete, high-performance workbench and process platform for knowledge workers within public/private and governmental organizations. It replaces existing stand-alone applications by integrating the necessary work functionality into an all-in-one application supporting both PC/net-based users as well as mobile users.

Eliminating paper can transform public administration into highly efficient knowledge processing "production" units with full transparency of decision making and all related documentation. Now employees and management will have instant access to all fully updated documents as well as instant access to production and management information.

A writer, who has prepared a speech for the minister, will now be able to follow changes to her writings. She may have prepared an electronic case submission for review with the speech draft attached. She will now be able to follow her speech submission digitally, seeing both document changes and related management discussions, and thereby she can prepare herself to deal with returned comments and further work.

Similarly, office managers will have an online overview of all special requests for clarification of responsibility assignments, directly linked with relevant documents and highlighting document status, deadlines, etc. Office managers will have an overview of current work load and the distribution of work among their employees with associated deadlines. They will then be able to react in time to ensure deadlines are met by reassigning cases to balance workload.

This will not only change work routines and behavior; it may also drive a work culture transformation.

cBrain F2 represents a new generation of all-in-one applications aimed at the knowledge worker. cBrain F2 supports all work elements in an organization (public/private or governmental), including formal as well as informal case processing, knowledge sharing and collaboration. This is possible because cBrain F2 in addition to traditional case management functionality also:

- Incorporates **social media** technologies, such as chat in the context of case processing.
- Supports smart **mobile** devices (iPhone...), thus enabling organizations to perform "on-the-go" with secure online access to all information.

Experiences show that cBrain F2 significantly increases user satisfaction in many ways and among them:

- Tedious routine work is eliminated
- Complete overview of work in progress
- Efficient context-aware information SEARCH with access to all relevant data in real-time.

With "electronic" support for all work and case processing, cBrain F2 makes it possible to eliminate the internal use of paper. cBrain F2 thereby provides a **Green IT fast track**.

cBrain F2 is based on state-of-the-art SOA technology and a component based model for application design:

- The cBrain F2 software design provides "**context-aware computing**" which increases work efficiency, improves quality of work and assures data integrity.
- The software technology applied makes cBrain F2 very suited to support new approaches to IT "ownership" and facilitates new delivery models for servicing end-users, including the concept of **cloud computing!**

cBrain. The Process Company

WE ELECTRIFY BUSINESS AND KNOWLEDGE PROCESSES

cBrain challenges the traditional IT approach by applying an innovative design and development methodology, where the solution is designed based on business processes and built from cBrain's software component library of SOA modules.

cBrain is listed on NASDAQ-OMX.

For more information, contact:

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