



## Case: Fredensborg Municipality

### **FRONTDESK: MODERNISATION AND EFFICIENCY IMPROVEMENT OF THE CITIZENS SERVICE**

In Fredensborg, a medium-sized municipality just north of the Danish capital of Copenhagen, services are constantly being developed, so that the public gets as much public service value for money as possible. FrontDesk has already released 5 full-time equivalents at the counters.

### **EMPTY COUNTERS, MORE SERVICE**

There is plenty of space when you enter at Fredensborg Municipality's Citizens service and it is not because they do not have anything to do. The explanation is named FrontDesk, a system that has not just put an end to long queues and unnecessary stress among employees, it has also helped to free so many full-time equivalents that there is really good space in the service area.

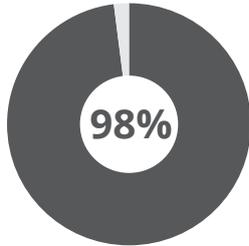
3 years ago, there were always two persons in the reception. There was a regular numbering stand and many queues in the large service area. The citizens could not make an appointment from home and when they drew a number, they did not know how long they would have to wait. They could even risk being sent home for the correct documents, when they had been in the queue for a long time.

*"It was a stupid and expensive system. It did not develop and we had to pay the supplier at the slightest change"*

**Team leader Uffe Rask Mikkelsen,  
Centre for Citizens service and Digitalisation**

## 98% SATISFACTION

Today the citizens service themselves at the FrontDesk stand. Particularly satisfied are the citizens, who take the opportunity to make a reservation from home. Because they do not experience any waiting time. But also those, who show up without an appointment, are experiencing a service improvement:



*"Our record is 98% user satisfaction with the service. Among other things, the citizens appreciate that they on the big screen can see, how long time they have to wait. This creates peace in the waiting area and the citizens experience us as being professional and efficient."*

**Team leader Uffe Rask Mikkelsen,  
Centre for Citizens service and Digitalisation**

In order to maintain the high level of citizen satisfaction, an extra employee is allocated to the counter when FrontDesk informs that there is a 10-minute delay in the service. This ensures that all citizens are being serviced close to the reserved time.

## NO MORE OVERTIME

FrontDesk has also contributed to increasing the employees' well-being. Workdays have quieted down, the employees get to the bottom of their case backlogs and they have significantly more time for other tasks.

FrontDesk has also removed all the expensive and stressful overtime - the queues in the system can be managed, so that the last citizen is always serviced before closing time.

All in all, citizens service has been organised, so that the citizens no longer get impatient and it eliminates the stress of the employees.

*"Previously, we were almost always working overtime on Mondays, because there was a long queue. I should give the stand a kiss every time I go past it"*

**Team leader Uffe Rask Mikkelsen,  
Centre for Citizens service and Digitalisation**

## NOTIFICATIONS CONVERT WAITING TIME INTO SERVICE TIME

Notifications is a small detail in FrontDesk, which saves enormously on resources. When a citizen has an appointment in the administration and checks in on arrival at the FrontDesk stand in the reception area, the employee receives a message on his computer and mobile phone.

Previously the employee had to go down to the reception area without knowing whether the citizen had turned up or not. The result was a considerable amount of time wasted, because often citizens are delayed or do not show up for their appointments. With 8,000 appointments annually, this small change in workflow alone increases efficiency equalling two full-time equivalents. Thus, the employees' waiting time has been converted into service time for the citizens.

FrontDesk also contributes to using the citizens' time more effectively. Today, the waiting time is minimal and an average service lasts only 4 minutes.

*"It is our goal to transform the Citizens service into a modern and efficient service centre with happy citizens and employees. FrontDesk has helped us in this development"*

**Team leader Uffe Rask Mikkelsen,  
Centre for Citizens service and Digitalisation**

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**FOR FURTHER INFORMATION, PLEASE DO NOT HESITATE TO CONTACT**

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