

# Paperless Government

Landesbetrieb IT.NRW is a pioneer in secure mobile computing with Intel® technology



Information und Technik  
Nordrhein-Westfalen



“Thanks to Intel® technology and the Computacenter solution, eAkte2Go\*, we are increasing productivity in public administration because employees can also work securely in places other than their offices. This solution proves that public administration can also be a pioneer in mobile computing. I am proud to have been a part of this.”

*Dr. Jörg Flüs,  
Division Manager for Basic Applications,  
IT.NRW*

Landesbetrieb Information und Technik Nordrhein-Westfalen (IT.NRW) is the central IT service provider for the state management agency of North Rhine-Westphalia in Germany. Also acting as the state's statistical office, IT.NRW is responsible for recording and preparing the state's statistical data and monitoring trends. IT.NRW has provided many employees with 2 in 1 devices using Microsoft Windows\* 8, touchscreens, and Intel® technology and plans to roll out more over the course of 2014 and 2015. The long-term objective is to make content available digitally - content required for meetings that can be accessed on mobile devices using eAkte2Go\*, a digital document management solution developed by Computacenter.

## Challenges

- **Document management:** Most employees require access to a wealth of information and data and must juggle piles of paper-based documents as they make their way from meeting to meeting. The German E-Government Act plans for the use of e-file in the future.
- **Data protection:** Information security is of the utmost importance to IT.NRW, in particular because employees handle documents containing confidential data on a daily basis.

## Solutions

- **Mobile computing:** IT.NRW purchased 2 in 1 devices, namely the Lenovo ThinkPad Helix\* with Microsoft Windows 8 and Intel® Core™ i5 and i7 processors.

## Technology Results

- **Mobile access:** With these reliable, high-performance 2 in 1 devices powered by Intel technology, employees can now work from almost any location with greater flexibility as they read emails, create documents, or access file information.
- **Reliable security:** Thanks to Intel® Advanced Encryption Standard New Instructions (Intel® AES-NI), it is easier for IT.NRW to ensure that all documents are encrypted so that they are protected from unauthorized access even on mobile devices.

## Business Value

- **Flexible working conditions:** With a 2 in 1 device, individuals can work in the way that best suits them, which promotes employee motivation and increases efficiency.
- **Employee productivity:** Employees can now work from places other than their offices. Also, the long battery life of these devices enables mobile working over an extended period of time.
- **Cost efficiency:** Switching to a digital document management system increases cost efficiency in terms of working hours, resources, and printing costs, reducing spending to manage and file documents.

## Always Moving

During joint meetings, employees of the North Rhine-Westphalia public authorities must have access to a variety of documents and be able to process them, ideally en route or even during a meeting. This is difficult to do with paper documents.

“Many of us are often on the go during the work day and need to be able to access the documents we require at all times,” explains Dr. Jörg Flüs, division manager for basic applications at IT.NRW. “For example, statutory auditors audit workplaces; employees in the road construction sector spend a lot of time at building sites; and managers attend meetings on a regular basis.”

Travel time is often seen as lost time because very little can be accomplished in transit. As such, having so many appointments can have a negative effect

on overall productivity. Employees found it stressful and exhausting to have to carry around heavy files and keep them safe and organized for meetings. Many employees also had trouble reaching members of their team while traveling, making better networking a key requirement for increasing efficiency and improving communication within the team.

For IT.NRW, it was a matter of increasing productivity and creating a more efficient workforce within the various departments. At the same time, it needed to reduce the number of paper-based documents employees had to handle. For this reason, IT.NRW started a project to create an end-to-end digital, environmentally friendly, and paperless office environment. The next step was to set up employee access to the digital documents in a secure and user friendly way.



## Intel® technology enables IT.NRW employees to securely access confidential information anywhere using mobile devices

For IT.NRW, protecting administrative and citizen-related data is crucial, meaning that information security plays a decisive role. This makes it difficult when employees need to be able to access documents from various devices digitally and on the go. After having already worked with the IT solution provider Computacenter, IT.NRW decided to enlist their services again to develop a solution. The result was a customized mobile client for document management, known as eAkte2Go, which is connected via the Content Management Interoperability Services (CMIS) standard to the Document Management System (DMS).

This application makes it possible for users to upload files onto their mobile devices and work with them offline. They always have the documents they need on hand, irrespective of their location and device. "With eAkte2Go, employees of public authorities can simply download the information they need in digital form instead of having to print everything out," explains Frieder Engstfeld, senior consultant at Computacenter. "The next step for IT.NRW involved figuring out which devices are sufficiently secure and flexible, and offer high performance and reliability so that employees can work productively with the application."

### Mobile Computing

With the help of Computacenter, IT.NRW launched a six-month pilot project with the 2 in 1 device, ThinkPad Helix by Lenovo, which is equipped with Intel Core i5 and i7 processors. The flexible format offers employees a complete keyboard for taking notes during meetings and composing emails or creating documents. If employees only need to access information and look through documents, it converts into a user-friendly tablet with a touchscreen. This double feature offers significant advantages: the 2 in 1 format improves employee

productivity by providing more flexible working conditions that can adapt to the user's preferred work style.

Since data protection is so important, the devices were also selected based on their security features, such as hardware certificates and Intel AES-NI. Also, eAkte2Go by Computacenter was specifically developed for the Microsoft Windows 8 operating system, which IT.NRW viewed as the only platform that could meet all of their high security requirements. The combination of Intel technology and Microsoft Windows 8 ensured that all bases were covered.

Another advantage of this 2 in 1 device is that it turns on and is ready for use within only a few seconds. While traveling from appointment to appointment, users can quickly continue working. Also, it can simultaneously handle various types of content such as emails, Word\* documents, and PowerPoint\* files. Switching from one application to another is also fast and easy. Finally, IT.NRW appreciates the long battery life these devices offer, making it easy for employees to work for long periods of time – and thus more productively – while traveling.

"Mobile computing is important to us because we want to support users where they need it most. Mobile work is a requirement of employees in many departments," says Dr. Flüs. "Public authority employees can work from anywhere and know that they can rely on their devices to provide the data protection and network connection they need. We use integrated security features and VPN connections, all thanks to Intel technology."

### Flexible Working

IT.NRW tested the eAkte2Go platform with senior management to obtain a better understanding of

### Lessons Learned

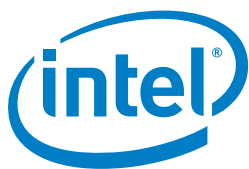
The ThinkPad Helix\* 2 in 1 device by Lenovo with Intel® Core™ i5 and i7 processors and Microsoft Windows\* 8 made it possible for IT.NRW to increase its productivity with eAkte2Go by Computacenter. This is a great example of how organizations can solve problems in a traditional office environment using modern information technology. Public authority employees throughout the state profit from a mobile computing solution that offers security and flexibility and also makes it possible to work anywhere without having to carry around heavy files.

user requirements. Employees who used this type of 2 in 1 device were very impressed by its performance and the flexibility that resulted. "Mobile working can reduce travel costs. Also, it is no longer necessary to carry around as much paper while on the road, which is fantastic. It is wonderful to have access to everything I need, regardless of my location or the time. We have noticed increased employee efficiency and productivity throughout the entire organization," confirms Dr. Flüs.

IT.NRW now plans to make the solution available to other employees throughout the state management agency so that all tiers can profit from these flexible working conditions. The success of this project means that North Rhine-Westphalia is setting an excellent example for other administrative bodies in Germany as well as for other companies.

IT.NRW will continue to work with Intel and Computacenter to take advantage of the most state-of-the-art technology. "We look forward to expanding our relationship with Intel and plan to test and implement new technology as it becomes available in order to continue to improve our mobile computing potential," says Dr. Flüs.

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