

Alfresco Case Study: City of Lausanne

The City of Lausanne council is a Swiss local government authority. Lausanne is the capital of the canton of Vaud and the City's 4000 employees are responsible for delivering local government services to 128,000 citizens. The headquarters of the International Olympic Committee are located in Lausanne and it is also an international research center and a town renowned for its culture.

Consolidated EDM to Support e-Government Initiatives

Key drivers for the adoption of Alfresco were the e-Government projects the City of Lausanne wished to undertake. In a study of e-Government preparedness many departments identified the lack of enterprise document management (EDM) systems was a roadblock to moving forward with implementation of e-Government initiatives. Resolving issues with the organization's EDM infrastructure was identified as a high priority before any work could commence on implementing e-Government online services.

The city council comprises of forty-one departments, some of which had existing EDM and records management (RM). However, many of these systems were proprietary and difficult to extend. The city council sought also to replace the use of a SAN based information storage system by a process centric use of a centralized EDM application across all departments.

Why Alfresco was Chosen

The city council mandated a study by its systems integration partner, Blue Infinity, to evaluate possible solutions on the basis of flexibility and cost. Blue Infinity's detailed study recommended Alfresco based on the following:

- Flexibility of the open source solution
- Alfresco product was recognized as a leader in the market
- The price of Alfresco was much less than other equivalent products
- Standard product features perfectly matched the electronic document management system requirements of the city council (with the possibility of extending the system through custom development)
- Alfresco follows open standards such as JSR 168

“Alfresco was selected as the most appropriate technology for our requirements. Furthermore, it is important for City of Lausanne to have control over the product code for any future in-house development that may be required. Alfresco's JAVA and J2EE architecture ensures we have a flexible, scalable and future-proofed solution.”

Gianfranco Moï
Chef du service d'organisation et d'informatique, Ville de Lausanne.



CASE STUDY

L a u s a n n e

Project Identification & Roll-Out

The City of Lausanne established a working group with representatives from each of the seven council divisions to liaise with the IT team to address divisional EDM requirements and identify appropriate opportunities to deploy the Alfresco project. As a result, a number of departmental projects have been identified for Alfresco implementations, with the plan being to incrementally roll-out the solution project by project. This will enable implementation expertise and knowledge-worker best practice sharing to take place.

Document Processes for ISO 9001 Certification

A pilot project was undertaken with the Utilities Department to illustrate the solution's capabilities. The Utilities Department was preparing for potential deregulation which would require it to operate in a competitive environment. Consequently, the department needed to document all its processes to comply with ISO 9001 certification and had been struggling to keep complex Microsoft Excel cross-linked files up to date with full indexation for searches. The Alfresco system has been successfully implemented within this group to support ISO 9001 certification and the regular audits that are required. Alfresco was integrated with the City's intranet application to provide wide access to these documents, to a large number of users, through a familiar interface.

“Within the Utilities Department Alfresco has really helped staff to maintain control of the document process for ISO 9001 certification.”

Inter-Governmental Collaboration

The City of Lausanne is the capital of the State of Vaud, an organization who has also adopted Alfresco for their content management requirements. As documents frequently need to be exchanged between the city council and state departments, a consistent choice of document management enables the seamless exchange of information, an example of this being the exchange folders and documents related to tax collections.

“Alfresco is an enabling platform which allows the City of Lausanne to move forward with e-Government projects.”

Flexibility of Integration

Alfresco has been integrated with a number of existing systems including:

- The Business Document publishing tool, enabling documents to be automatically filed in Alfresco for records management and retention purposes
- The city council's core citizen management system has now embedded Alfresco to provide the workflow engine to manage the process routing and automatic archival
- The organization's intranet leverages Alfresco's powerful search API

“Our electronic document and records management systems are now under control. Alfresco delivered the flexibility and openness we required – the departments of the City of Lausanne offer a very diverse environment and we needed a highly adaptable solution to integrate within a variety of existing and legacy systems.”



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Benefits of using Alfresco

Document Managers now have greater control over the ISO standards publishing process and have been able to partly automate tasks, while over 400 ISO standards users have easier and faster access to documentation through a simple search facility via the Intranet. Alfresco's initial project scope has also been expanded to include the capture of all paper documentation. Consequently, the city council was able to deploy multi-function scanners in record time across all departments, reduce the number of copiers and printers required and support remote-working initiatives.

“We have been pleased with the vibrancy of the Alfresco community. In our experience, the user community is strong and the forums have proven to be an excellent tool for posting questions and getting feedback very quickly.”

The City of Lausanne anticipates the following benefits to result from their Alfresco implementations:

- Open source enabling easy and cost effective application development to add further functionality to the solution
- Dramatically lower cost by comparison with proprietary solutions
- Secure EDM with full audit trail

Case Study – Local Government



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