

“Ab Ovo works with a hands-on mentality”

The city of the Hague makes a start with Electronic Document Management (EDM)

The Education, Culture and Welfare Department (OCW) is responsible for realizing services and activities in the areas of education, sport, culture, well-being and healthcare. OCW asked Ab Ovo for assistance with an EDM project.

We did not have any experience with EDM projects within the department. Therefore we decided to start with a project of a small scope; the processing of requests for subsidizing emancipation projects for women and girls of non-Western origin. Our goal was to completely digitalize the process and create a match between workflow management and document management. This enabled us to manage the request process better and have up-to-date documents available and accessible for the right people.

There are a lot of hidden traps in EDM projects. Because we wanted to focus on the real issues we decided to get help from outside our organization. After a thorough selection process we chose Ab Ovo, a company with vast experience in this field and known for their pragmatism and hands-on mentality.

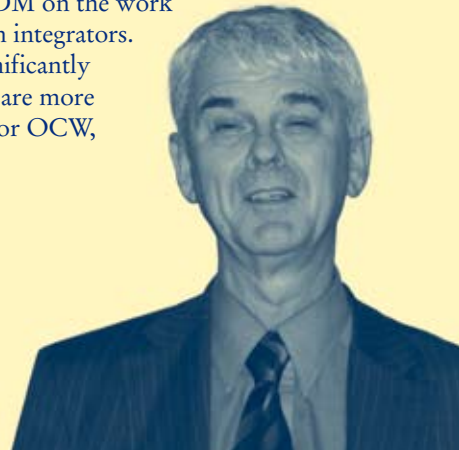
Ab Ovo coached us well in this project. They gave us a lot of practical advice about the possibilities of EDM and the mistakes to avoid. They stressed the importance of carefully planned decision- and consultation moments. Their most important advice was that not the digitalization but the optimization of processes is the key success factor in EDM projects.

We are very pleased about the way Ab Ovo filled the role of coach in this project. They were able to give practical advice both within and outside the direct scope of the project. Examples are the consequences of EDM on the work processes of the organization and how to deal with system integrators. Thanks to Ab Ovo, the knowledge level in OCW has significantly increased and the awareness and the possibilities of EDM are more widely spread. Because of EDM's increasing importance for OCW, we expect to need Ab Ovo's assistance in the future.

P. Visser



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The Education, Culture and Welfare Department (OCW) is a versatile and dynamic department, covering all aspects of the society of the Hague. Four sectors are responsible for policy development and for realizing activities in the areas of education, sport, culture, welfare and healthcare. About 1,150 people are working for the department.

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