



SUCCESS STORY

Karlskrona Municipality

From mobile control to total control with Pro



Ten years ago, Karlskrona Municipality decided to start using a Telecom Expense Management system (TEM) from ProOpti Sweden AB.

The municipality was suffering from time-consuming manual handling of mobile bills, and also suspected that there was equipment out in the field that was not being used.



With the introduction of Pro (the system from ProOpti), mobile bills were read electronically, and the costs were automatically charged to the right cost center. All employees in the municipality can now log in via the IT department's service portal and see the costs that they have generated. It also displays the equipment and services registered to them, which in turn allows staff in the municipality to quickly see what equipment and subscriptions are no longer used and can be cancelled. This transparency has brought greater cost-awareness among the staff, which Rose-Marie Bertilsson, who project managed the introduction of Pro in the municipality, thinks is important – particularly as the municipality is financed through taxes.

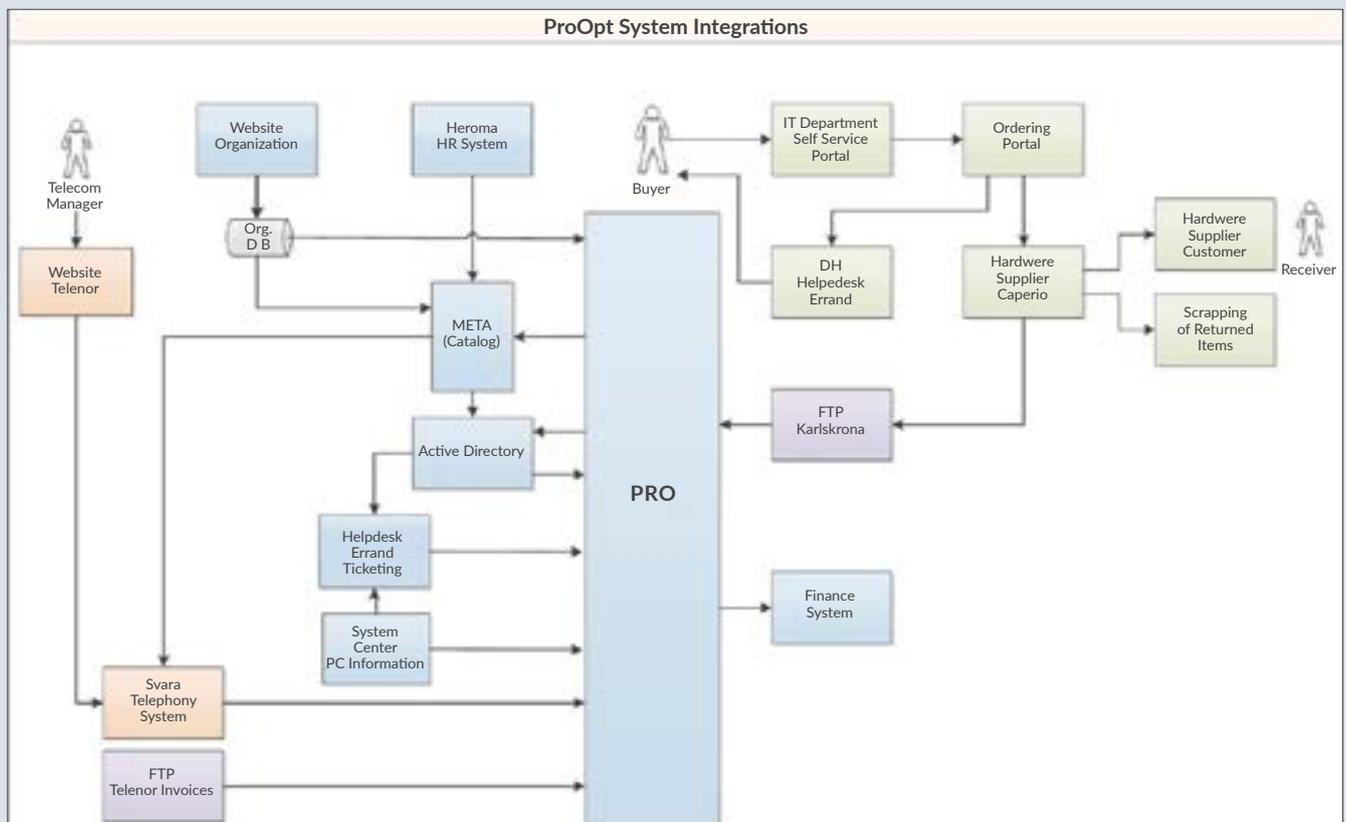
Thanks to this, the municipality has made great savings in both time and money.

Pro is the hub of the IT department

As in other large organizations with a motley collection of support systems, it is a challenge to get these systems to work together in a smart and efficient manner. The IT department solved many of these problems by allowing Pro to act as a hub – a master system – for the organization's other systems concerned with finance.

Pro has interfaces to many different systems, including Active Directory, case-handling, ordering of PCs/laptops, and the answering service "Svara". There is also an automatic import of bills from the municipality's telephone operators, and an export to the finance system, for example, to simplify the whole charging process.

All of the interfaces and export processes are automated wherever possible. That means that data retrieval and export are scheduled to run at certain intervals according to the municipality's requirements. The time needed to process the monthly bills, totalling around SEK 3 million, has decreased dramatically. **The cost accounting now takes about one day per month compared to three-four weeks per quarter before.**





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*Rose-Marie Bertilsson
Project Manager, Karlskrona Municipality*

Integration projects are a learning experience

The journey that Karlskrona Municipality has taken together with ProOpti has not always been simple. But Rose-Marie observes that it has been useful for the municipality, as it has brought matters to a head and prompted them to sort out the previous confusion in various systems. However, the journey is far from over. Right now, the municipality is changing its whole organization structure, a project which has been running for a year and is expected to go on for another year.

When Pro was first implemented, the authority used the organization structure as it appeared in the telephone system. Since then, there has been no strategy to determine how different systems within the municipality should define their organization structure. The project is now aiming to implement a common strategy for the organization structure in the administrations, a necessary condition for further increasing efficiency and the degree of automation.

From TEM to TOM

When the system was developed, it was mainly to help organizations to simplify the processing of mobile bills and achieve better cost control. Along the way, both ProOpti

and its customers have realized that the need is much greater, and the system has become much more than just a TEM system.

Karlskrona Municipality quickly saw the potential of the system from ProOpti, with its easily accessible web interface, report generation, role definitions and endless facilities to integrate with, and export to, the municipality's other systems.

Rose-Marie gives a specific example of how the municipality now uses the system for things that are quite remote from the original TEM application.

“A new pre-school which is being built needs communication. Communication is a service which is defined in Pro, with a cost. For the construction of the new pre-school, we ordered the communication service via the case-handling system. Thanks to the integration between the case-handling system and Pro, the service is then booked automatically to the right cost-center, and the billing documentation is updated with this information. With the help of Pro, we have made it easy for several different departments to retrieve information within their area of interest, whether it concerns progress in building a new pre-school or checking mobile bills.”

Karlskrona Municipality is keen to exploit the potential of the system and is at the forefront in the area of Technology Optimization Management (TOM).

The first fruitful years

Rose-Marie sums up the first 10 years together with ProOpti by highlighting the biggest positive effects of the project:

- With the aid of Pro, both the IT department and the organization as a whole always have access to the same information; total transparency.
- Increased cost-awareness, as everyone in the organization can see their IT and telephony costs.
- Simpler budgeting, smoother reporting and a faster cost accounting process using Pro.
- Automated processes for allocating costs, services, IT items, subscriptions etc.

The future with Pro

Rose-Marie looks forward to taking the project further. She says that the team from ProOpti (account manager, project leader, technicians and service desk) are incredibly sensitive to the municipality's needs and good at responding with creative and smart solutions to help the municipality to move forward.

Although the municipality has now gone from using Pro as a TEM system to seeing it as a TOM system, there are some functions that it has not yet chosen to implement. One such function is the ability to measure the utilization of different services, such as videoconferencing or Skype for Business. Rose-Marie says that the municipality has chosen to prioritize other areas up to now. Right now, the focus is on completing the project for a common organization structure before the municipality moves on to look at fresh opportunities provided by Pro.

Rose-Marie Bertilsson, projekt Manager Karlskrona Municipality





Karlskrona is characterized by its marine history, which has also given the city its character, with the ever-present archipelago and various forms of military activity. Karlskrona is even considered so unique that UNESCO has added the city to the list of World Heritage Sites. Today, we keep its inheritance, but also build for the future.

In Vision Karlskrona 2030, five development areas are prioritized in the next few years: An attractive living environment, fast communication, education and knowledge, Karlskrona experiences and the Karlskrona business community. Karlskrona has a population of over 66,000 and more than 5,000 established companies, where the largest employers are Karlskrona Municipality, Armed Forces, Blekinge County Council, Blekinge Technical University, Ericsson, Saab Kockums and Telenor.



You see IT services, clouds, cost and manual work – we see value and increased usage. Use ProOpti to drive business effectiveness and end-user satisfaction through cost management and forecasting, usage insights and service level assurance. ProOpti is a Technology Optimization Management software company that has been on the market for 25 years and was formally known as Teleopti TEM. We hold a global footprint through extensive network of customers and partners, providing services in more than 80 countries. Our customer-driven development has earned us high satisfaction ratings where 9 out of 10 customers would recommend ProOpti's solution. www.proopti.com