



## CASE STUDY

# Samenwerkportaal for secure collaboration by members of Equalit

Performing inspections, issuing official documents or processing permit applications: if these tasks are to be executed properly, local councils need to work together with many parties. Equalit, a membership body that supports local authorities in collaborating under flexible and remote working arrangements, found XCOLLAB to be the solution to offering member councils a secure and user-friendly collaboration portal.

Every day, a hundred ICT professionals at Equalit help thirteen clients, including eleven municipalities and a total of 2,800 government workers, to collaborate regardless of place or time. “We do so with software such as NLX Software’s XMAIL, a solution allowing you to archive email (with attachments) in Alfresco from Outlook,” says Timo Kempees, a consultant at Equalit. “There was an urgent need for local councils to be able to collaborate with external parties in a secure portal.” Equalit, together with NLX Software, responded by initiating the implementation of XCOLLAB, also known as Samenwerkportaal (Collaboration Portal).

NLX Software makes information accessible in a sustainable way, now and in the future. With our software products, in collaboration with Microsoft, Alfresco and Kofax, we ensure the integration of all business and collaboration applications in your organization. The result is order and grip on information. While doing this, we guarantee traceability, governance and security for large national and international organisations. NLX Software is part of Open.nl Software Group.

## CHALLENGE

### Secure collaboration with supply chain partners

The councils served by Equalit have to deal with more than seven hundred processes. As Kempees points out: “Examples include the issue of a new passport or driving licence or the processing of an application for planning permission to build a new dormer or extension. Many of these processes require collaboration with an

*“Many of our processes require collaboration with an external party.”*

external party. The application for planning permission, for instance, sometimes has to go through the provincial authorities or architect. And the application for an event permit first needs to be run past the fire service because they have to check the venue for fire safety risks.”

“Departments responsible for permits at the various councils were the first to sound the alarm. In the case management system they were working with, it was not possible to share files with external parties. In practice, people collaborated in many different ways, with council staff sharing documents via email, Dropbox, WeTransfer, Hangouts and various other tools. This meant that documents securely stored in Alfresco were being distributed in an insecure manner by council staff.”

That led to a dilemma for Equalit’s member councils: on the one hand, they wanted to stay in control of their data but, on the other hand, they had to collaborate with other parties without giving them access to the entire document and record management solution. Basically, the councils were in dire need not only of an unambiguous way of working but one that was secure and compliant.



## SOLUTION

### Samenwerkportaal

To satisfy the need expressed by the councils, Equalit arrived at NLX Software's XCOLLAB solution. XCOLLAB is a collaboration portal where councils and supply chain partners can work together on documents in a single central location. In this way, you avoid having different versions of the same document while the portal gives you a "single point of truth". It is also possible to submit requests for action. You can ask for a review or approval of a newly added document among other things. Kempees adds: "Samenwerkportaal is a secure means of collaboration. Because the portal is only accessible via two-factor authentication or eHerkenning (e-recognition), nobody but the verified persons get access to the data. Together with Equalit, NLX Software has designed the portal in such a way that it dovetails perfectly with the wishes and needs of the councils. The portal integrates very easily with other applications via APIs. Councils thus avoid getting

*"Via Samenwerkportaal, it is easy to create a secure link to the archiving system."*

yet another working environment but can log into the collaboration portal via the application they already work with."

At a certain moment, a collaboration ends: the decision has been issued, the permit granted and the document sent out. The Public Records Act requires government authorities to archive the information surrounding these processes in a specific manner. Having done so, local councils should be able, a certain number of years after the decision, to reconstruct the process and decision using the information they have had to store under the Public Records Act. "Via Samenwerkportaal, it is easy to create a link to the archiving system so that all documents can be stored easily, securely and automatically for the requisite period of time," Kempees explains.

## RESULTATEN

### More efficient, more secure and centralised collaboration

“At the moment, a pilot with Samenwerkportaal is running at Alphen-Chaam, Baarle-Nassau and Gilze and Rije councils,” Kempees goes

*“All documents are now in a single central location so that there is only one correct version for everybody to work on.”*

on to say. “The expectation is that the first councils will soon start using the collaboration portal and that the portal will enable council staff to collaborate much more efficiently. All documents are now in a single central location so that there is only one correct version for everybody to work on. At the same time, security and - once the collaboration has ended - archiving have been taken care of as well.”

“

Together with Equalit, NLX Software has designed the portal in such a way that it dovetails perfectly with the wishes and needs of the councils.

”

Timo Kempees, consultant at Equalit

## EQUALIT

Equalit is an ICT membership body of and for local authorities. It was set up in 2005 as a joint effort between Oosterhout and Oisterwijk councils. Their common goal was to reduce ICT costs, increase quality and hence lower the vulnerability of these organisations. In 2007, the body, which then had four participating councils, took on the name Equalit. It now has eleven member councils.

## SAMENWERK PORTAAL

The exchange of documents and files with external staff and supply chain partners is essential to a properly functioning collaboration. This is possible in a controlled and secure manner with Samenwerkportaal. Government workers can collaborate on documents very easily and share them with external contacts without the need to do so via risky methods such as email or file transfers. Samenwerkportaal is based on NLX Software's XCOLLAB solution.



### CASE STUDY

Samenwerkportaal for secure collaboration  
by members of Equalit