



Botkyrka Sweden

Toshiba helps Botkyrka Municipality to more effective Management Processes

Employees' increased need for more flexibility was the reason that Botkyrka Municipality last year initiated a procurement process for new business laptops. The municipality chose the Toshiba Portégé Z30 series which is now available for all 6000 employees. Since the transition to Toshiba Portégé Z30, the municipality has been able to both improve efficiency and reduce the time for administration processes.

Introduction

Botkyrka Municipality has approximately 6 000 employees in both administrative and educational roles. The organization's primary mission involves creating better conditions for local residents in areas such as health and social care, education and social services. The organization is rapidly developing and has in recent years undergone a shift, which among other things has meant that more employees work outside of their regular workstations. This has created new demands amongst employees for laptops that meet these changes and needs.

Peter Lindell is responsible for the central IT department of the entire Botkyrka Municipality and has been the driving force behind bringing in new laptops for the employees. He believes that many of the employees want more mobility on a regular work basis.

The requirements

In order to create better conditions for local residents, Botkyrka Municipality must continually streamline their management processes and working hours. Part of this work was to find a laptop that responded to the needs of employees to be more flexible. Botkyrka Municipality's IT department therefore took a decision to modernize the organization by supplementing the existing computer range with a lightweight, high-powered portable business laptop that creates better conditions for employees to be more flexible in their day-to-day operations.

"We believed that a reliable laptop for all employees was an important investment that would lead to a simplification of management and efficiency of management processes. We wanted to find a laptop that complements existing offerings, had solid power and battery life, and thus enables more flexibility for employees," says Peter Lindell, IT Manager at Botkyrka Municipality.

The Solution

After a procurement process, Botkyrka Municipality chose Toshiba's premium model Portégé Z30.

"We evaluated a couple of models from different manufacturers and found that Toshiba's model could provide both performance and flexibility at a lower price than the competitors. No external components were needed. Meanwhile, it has 4G and docking capabilities, making it a model that responds to our employees' current challenges and their future needs," says Lindell.

Initially it is anticipated that between 10 to 15 percent of the administrative employees at Botkyrka Municipality will start using Portégé Z30 over the first twelve months.

"With our previous models, mobility hasn't always been a given. Now, we see that more employees are becoming more flexible in their work due to the new units being so portable and lightweight," says Lindell.

The Result

Botkyrka Municipality started cooperating with Toshiba to modernize its computer environment in 2013. The rollout of the new machines was launched in April 2014 and the organization has since the introduction seen a streamlining of management processes, which has led to inhabitants of the municipality now can receive help more quickly and more people can receive support when they need it.

"The new laptops have made it possible for the employees to become more flexible and efficient, regardless of whether they are in their office or out in the field. This has resulted in reduced time for case processing, and we can now deliver a better and faster service to residents of the municipality," says Lindell. The collaboration between Botkyrka Municipality and Toshiba progresses as new computers and docking stations continuously is being rolled out to the employees.

"We have seen more demand from the employees than we first anticipated and we are seeing a big gain in increased work efficiency and a lower cost of ownership," says Lindell and continues:

"In major procurement and purchasing processes, like the one with Toshiba, it is inevitable that problems or challenges do arise in any context. But Toshiba, and our Swedish contact, has been very accommodating and dedicated to getting the implementation to be carried out in the best way possible while also solving problems during the process."

The implementation started in April 2014, and will continue during a twelve month period.

