

Crayon Case Study - Lørenskog

Efficient and Innovative - a Norwegian Authority's steps to Digital Strategy Success



The district of Lørenskog was named as one of the most efficient local authorities in Norway in 2017. With increasing numbers of people migrating, digital services are high in demand, with residents wanting 24/7 access. **Crayon's Monitoring Services** enabled this local authority to make efficient and profitable use of its current resources.

"Percentage-wise, we are among the fastest-growing local authorities in the country. This makes it even more important to utilise our resources correctly in order to provide efficient services for our population. A local authority has a responsibility to its residents to supply a broad and seamless spectrum of services.

In addition to running the operational and service departments, we are also a public authority, a democratic arena and a society-builder for the future. Therefore, it is essential that we free up time to power the development we need," relates Sidsel Nordhagen, Executive Director for Technology.

24/7 Services:

In recent years, the authority has assigned high priority to ICT, working to establish a holistic digitalisation strategy that includes elements such as wireless networks at schools with tablets in the classrooms, digital document administration and more efficient case processing tools. Another important area the local authority is focusing on is welfare technology.

"A few years ago, we noticed that a number of other local authorities had made more progress than us. But ever since we implemented these initiatives, a lot of players have been coming to visit us to find out how we do things.



IT Leader Jørn Mathisen, Technology Director Sidsel Nordhagen, Team leader of IT Infrastructure Mohammad Sanati together with Pål Lysgård.

There's still a long way to go, but we've taken some big steps and are working hard to finalise a solid digital base. This is absolutely essential if we are to keep up with the changing demands from local residents," emphasises Jørn Mathisen, Head of ICT.

Efficiencies:

Operating an increasing number of complex, mission-critical systems for digital services naturally increases demands on monitoring the systems themselves. Rather than burdening their own staff with this added responsibility, Lørenskog has chosen to use **Managed Services from Crayon**. Working closely with Crayon's consultants, the ICT section succeeded in setting up a system tailored to match the local authority's needs.

"Taking the Microsoft platform as our base, we started out with a standard solution which we subsequently tailored to our needs in close collaboration with Crayon. As our partner, Crayon reviews all the log reports and informs us without delay if there are any systems that need adjustment.

Serious alarms are sent immediately both to us and to Crayon. The solution is available at all times and from any location.

If we'd run the solution ourselves, it would have required one or two FTEs, so working with Crayon allows us to devote resources to other core tasks instead."

"This has enabled us to maintain higher uptime on the services. In addition, it provides us with the opportunity to use the latest technology as soon as it becomes available on the market," explains Mohammad Sanati, Team Leader for ICT infrastructure.

Challenge each other:

All involved are delighted with the working relationship with Crayon and the technological spearhead competence the company provides.

"The fact that Crayon can look at our operations from the outside has value in and of itself. If we'd had to take care of everything ourselves, it isn't certain that we would have achieved the same development. But working as two distinct parties allows us to challenge one another to come up with the best possible solutions," says Jørn Mathisen.

"With Crayon's help we have constructed a solid digital foundation that we can build on to accommodate new demands. We're still not finished with the work, but we have already come a long way," concludes Sidsel Nordhagen.



With Crayon's help we have built a foundation that provides for development and new requirements, says Sidsel Nordhagen.