

BEST PRACTICE – Landratsamt Dachau

Through intelligent sorting and automated distribution, reliable and timely processing of beBPo messages was achieved.



**RELIABLE
EDITING**



**FAST AND
EFFICIENT**



**MAXIMUM
AUTOMATION**

At a glance

Landkreis Dachau

THE INDUSTRY

The district „Dachau“ in southern Bavaria is home to just under 157,000 in the middle range in terms of population and is one of the largest in terms of area the smaller districts in Bavaria.

THE STARTING POINT

The previous processing of messages via the special beBPo mailbox was too slow and led to long waiting times, which increased the risk of missing deadlines. What was particularly critical here was the youth welfare office's timely and reliable communication with all affected public bodies, such as the family court.

THE TASK

The main focus of the project was therefore not on dealing with the volume, but on the issue of "endangerment of children's welfare". Lack of controls and manual errors were to be eliminated, deadlines were to be adhered to and 24/7 processing of beBPo messages was to be achieved - reliability and speed had the highest priority.

THE SOLUTION

The intelligent communication platform was used NOVO CxP @beBPo, complemented by the Governikus solution special electronic authority mailbox as a service (beBPo aaS). With the help of AI-based content analysis, all components of the messages are analyzed and the automated assignment to the various target mailboxes is ensured. The precise definition of unique terms, file numbers and other assignable key values or data the "learning ability" of AI. Once the analysis is complete, the messages are automatically delivered to the individual mailbox. The complete manual distribution of messages from the central folder to the individual email inboxes is no longer necessary.

THE RESULT

By using NOVO CxP @beBPo and the GMM Messenger from Governikus, long idle times could be eliminated. Automated processing runs around the clock. Reliable and timely communication is guaranteed, manual errors are excluded. The basis for the rest digitization of processes as well the automation of others incoming EGVP messages (eBO, beA, etc.) and emails are thus placed.

ABOUT US

With our software solutions, we help companies optimize their data-, document- and object-driven processes and make **hyperautomation** and **intelligent document processing** (IDP) possible.

At its core is an easy-to-manage, **low-code platform** that delivers **intelligent process automation** (IPA) and efficient digitization. Business workflows are highly automated through **integrated AI** for content and capture services.

