

For immediate release

7 May 2008

Sweden's National Road Administration (*Vägverket*) signs contract with Cybercom

The Swedish National Road Administration signed a contract with Cybercom for e-document and task management implementation. The five-year contract has an extension option that's valid for up to five years.

"We're thrilled about the Administration's show of trust," says Anders Franzén, MD of Cybercom Sweden East. "In the near, mid-, and long term, we anticipate many opportunities to assist other country-wide operations in streamlining administration and increasing services for Sweden's residents."

The Administration decided to invest in a new information system for document and task management. Right now, it manages nearly one million tasks annually. The implementation is being launched with two types of tasks; it affects about 100 internal users and covers about 10,000 tasks annually. Within three years, the Administration expects that all 25 types of tasks will be implemented in the task management system. A total of 1,500 employees will work with the new solution.

"Every day the Administration manages volumes of various customer-related tasks. They expect fast responses and appropriate legal security and quality," says Sven Ahlström, project manager for digital customer task management at the Administration's site in Borlänge. "To meet increased requirements and comply with international standards from customers, enterprises, and other authorities, the Administration is streamlining its task management operation. That's why we decided to implement IT support for task management, using a standard product that provides a common technical platform for task management."

After procurement evaluation, the Administration knew that the W3D3 platform and Cybercom as the service provider, best fulfilled the Administration's needs and requirements.

"Cybercom and W3D3 fulfilled requirements we established for selecting an existing standard document and task management product," says Ahlström. "W3D3 covers task management, and Microsoft SharePoint 2007 covers document management. Document and task management system implementation provides better opportunities to manage, distribute, publish, and archive our documents, tasks, and publications."

We've run many W3D3-based document and task management projects," says Andreas Lalangas, key account manager at Cybercom Sweden East. "W3D3 received the highest ranking in most categories during another state agency's procurement (Verva). Cybercom works with FormPipe Software, which owns W3D3, and we've noticed continuous, increasing demand from organisations that want to implement e-administration."

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About Cybercom

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Press release

