



CASE STUDY

Bærum Municipality upgrades its health and social services system with Power Platform

Business situation

An outdated social services system

Bærum is a suburb of Oslo, Norway, known for its strong governance and public services. The municipality wanted to replace its more than 20-year-old professional system for leisure and relief services, known as Leisure Contact, with a comprehensive management solution based on modern Microsoft technology.

The goal was to better support user behavior and preferences and provide a holistic and modernized approach to service administration, including hiring, financials and case follow-up. The system needed to support specific core activities:

- Application process support
- User relationship management
- Registration, inspection and analysis of service hours
- Service management, analysis and reporting

Solution

Streamlining workflows on Microsoft Power Platform

Accenture and Avanade – a joint venture between Accenture and Microsoft – co-delivered the system upgrade with a team at Bærum Municipality. Applying agile methodology and the [Microsoft Azure](#) DevOps tools for rapid implementation, the solution included technical developments using [Microsoft Power Platform](#) Model-Driven and Canvas Apps as well as an update of the organization's business processes, General Data Protection Regulations (GDPR) and security.

The model-driven app technology and the integrations with relevant applications via Azure Logic Apps records the preferences of service requestors and providers faster than in the past to help improve efficiency and progress. All information is collected in a single system,

ensuring that service needs and preferences can be recorded and matched. For example, if a person with a disability seeks a service provider to help with their care, the system gathers information from both parties, such as their interests, hobbies, skills and traits, to create the best match. The system also records and approves service hours, appointments and other documentation for further processing and analysis.

Because citizen confidence is important to Bærum Municipality, the management solution facilitates clear communication between internal administrative and external support provider and user groups. The simplified flow of information delivers better dialogue when service and administrative queries arise, improves the process of follow-up requests and ensures better understanding of what particular support providers can offer and what users demand to help optimize support.

Results

Reliable, relevant and faster service delivery

The Leisure and Relief Service focuses on meeting user needs and supporting providers. Bærum Municipality now has a modern digital administration solution that supports and ensures high-quality administrative work processes, contributing to a satisfying and predictable user journey. Other improvements include:

- Data and information quality assurance
- Better service for on-site contacts, relievers and users
- Greater ability to manage, analyze and plan
- Increased privacy and information security
- Faster follow-ups with automated reminders of important dates
- Prompt, quality case management
- Better matches among support providers and users, according to needs and preferences

Statement from Bærum Municipality

Throughout the development of the project, we got to experience the flexibility of the products and how much we can achieve with them. The Leisure and Relief Service solution has become a complete solution that adopts to the needs of the service. At the same time, there are many reusable components for internal and external municipal purposes.

Dedicated employees and a highly motivated project owner have been critical success factors. Competent, efficient and trustworthy development resources showed great ability to gather insight and understand the processes and user needs.

With the new Leisure and Relief Service solution, Bærum Municipality now has a modern, flexible and adoptable solution on an established platform that meets necessary information security and privacy criteria. We now have a solution that the administrative users consider their own and where all parties of interest have contributed. And the strategic choice of using Microsoft Power Platform has already enabled us to reuse existing technology in other areas of the organization.

The Leisure and Relief Service solution supports the administrative processes, appointment workflows and reminders, ensuring employees have a 360-degree view of their tasks. This reduces the need for manual tasks and improves data quality. In addition, integrations and process flows ensure a seamless user experience across services by linking to the municipality's central systems and citizen-facing portals.

Through agile project and development methodology, the resources and parties involved at Bærum Municipality have learned how digitalization is more than technology. Change and adoption are best achieved through direct and continuous involvement and collaboration between users of the solutions and service providers. The focus has been to adapt the solution to support the processes and place the users at the center. Close collaboration between developers and end users has laid the foundation for positive engagement and lots of joy.

About Bærum Municipality

Bærum is a municipality in the Oslo region of Norway. Bærum is Norway's fifth largest municipality by population (127,731) and is a suburban area west of Oslo where the densely populated parts of the municipality are part of the contiguous urban area of Oslo. The municipality has the country's highest average income and education level.



About Avanade

Avanade is the leading provider of innovative digital and cloud services, business solutions and design-led experiences on the Microsoft ecosystem. Our professionals bring bold, fresh thinking combined with technology, business and industry expertise to help make a human impact on our clients, their customers and their employees. We are the power behind the Accenture Microsoft Business Group, helping companies to engage customers, empower employees, optimize operations and transform products, leveraging the Microsoft platform. Avanade has 39,000 professionals in 25 countries, bringing clients our best thinking through a collaborative culture that honors diversity and reflects the communities in which we operate. Majority owned by Accenture, Avanade was founded in 2000 by Accenture LLP and Microsoft Corporation. Learn more at www.avanade.com

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