

# NEXER



## UNLEASHING A DIGITAL GOVERNANCE REVOLUTION

### BACKGROUND

Located in Västra Götaland County, Sweden, Uddevalla Municipality boasts a population of approximately 57,000 residents and a reputation for delivering top-tier digital services. Despite this, it has encountered hurdles from disjointed data sources, non-searchable paper trails, and decentralised digital services, notably impacting local businesses. In response, Uddevalla Municipality has initiated a transformative journey in collaboration with Nexer to tackle and overcome these challenges effectively.

### AT A GLANCE

**Company:** Uddevalla Municipality  
**Industry:** Government Administration  
**Employees:** 4,500+  
**Objectives:**

- . Seamlessly integrate various data sources
- . Enable user-friendly data retrieval
- . Simplify navigation with “my pages.”
- . Offer advanced services
- . Improve interaction with chatbot integration.
- . Establish scalable data infrastructure
- . Ensure governance standards

**Products:**

- . Azure Databricks
- . Azure AI Document Intelligence
- . Azure OpenAI

## CHALLENGE

The municipality faced several challenges in its data management and information retrieval systems, with the primary obstacle being the difficulty in consolidating disparate data sources to extract actionable insights due to their disconnected nature. Additionally, non-searchable analogue document trails presented significant hurdles, impeding efficient information retrieval. Furthermore, business owners encountered difficulties locating essential data and services scattered across various digital platforms, resulting in cumbersome navigation through rules and permits.

## SOLUTION

Uddevalla municipality recognises the need for a robust data management system to tackle these challenges effectively, ultimately streamlining workflow processes and elevating service quality for the entire community.

To address these challenges comprehensively, the organisation implemented a solution centred around a Modern Data Platform powered by Microsoft and Databricks. This platform seamlessly integrated diverse data sources into a unified data warehouse, ensuring regulatory compliance through automatic archival processes.

A pivotal aspect of this initiative involved digitising the HCL handbook, an internal resource for elder care initially housed in an older SharePoint system. This handbook contains specific Uddevalla procedures, such as requesting additional care facilities. In tandem with establishing the Modern Data Platform architecture, an Azure OpenAI-powered solution was developed to integrate with this handbook, enabling users to pose

These challenges businesses face highlight the importance of having a well-organized data management system that can effortlessly combine various data sources to derive valuable insights. This system should allow easy information retrieval and offer a user-friendly interface to navigate rules and regulations. This would ensure business owners can quickly access crucial information, saving them time and resources.

questions and receive responses based on trained information.

An automatic document analysis solution, leveraging Azure AI Document Intelligence and Azure OpenAI, was implemented to enhance searchability and discoverability. The results of these analyses seamlessly feed into the data platform.

Collaborating with Nexer Enterprise Applications, a “my pages” solution was crafted to simplify the navigation of rules and permits for business owners. This consolidated digital services and information, streamlining user access to necessary resources.

Furthermore, integrating an intelligent chatbot powered by the latest GPT-4 model from Azure OpenAI into the “my pages” solution further enhances the user experience. This chatbot provides real-time information based on Uddevalla.se and linked PDFs, effectively addressing user queries.



## **BENEFITS**

The implemented solution brought several significant benefits to Uddevalla. Azure Databricks were vital in integrating multiple data sources, resulting in comprehensive insights and analytics. Simultaneously, the automatic document analysis solution streamlined document management, making analogue trails easier to search and discover. Additionally, introducing the “my pages” solution provided a centralised hub for business owners to navigate through rules and permits, significantly enhancing the user experience. Furthermore, the intelligent chatbot improved user interaction by delivering quick and accurate answers, ultimately boosting overall satisfaction. Leveraging Microsoft technologies ensured

a robust foundation for scalability and future use cases while adopting Azure OpenAI, which positioned Uddevalla at the forefront of technological innovation, enabling cutting-edge citizen services. The Modern Data Platform and automatic archival further ensured compliance with high governance standards. Moreover, the solution for the HCL Handbook involved digitisation and integration into a contemporary platform, augmented by Azure OpenAI and ChatGPT-4 implementation. This transformation facilitated interactive and conversational access to the handbook’s elder care documentation, substantially enhancing accessibility and efficiency.

## **RESULTS**

Uddevalla Municipality successfully tackled its challenges by implementing a solution that benefits the community. Leveraging its partnership with Microsoft as an existing customer, the municipality continued its digitalisation journey by adopting Azure Databricks. This enabled the establishment of a scalable Modern Data Platform capable of accommodating additional use cases as needed. Moreover, by leveraging Azure OpenAI, the municipality can now offer advanced citizen services. The efficacy of

Azure AI Document Intelligence in processing document scans of varying formats and structures has been demonstrated.

This project is a prime example of collaboration across various municipal departments, including business, social services, and IT. Together, they worked to build AI services and develop the data platform, showcasing the power of teamwork in driving innovation and progress.



“ Through today’s groundbreaking innovations, we are opening the door to a world where data and technology are not just tools but powerful catalysts that can revolutionise how we live and work in the digital age. My commitment to transforming the digital landscape of Uddevalla Municipality has been an extraordinary journey. This is not just progress; it’s tangible proof of how the public sector can catalyse groundbreaking innovation, laying the foundation for a future where technology enables and enhances our everyday lives. ”

- Carl Tonseth, Business Manager, Sweden



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