adesso

KANTON AARGAU

CITIZEN DEVELOPMENT
WITH ADESSO

TECH EMPOWERMENT FOR THE CANTON AARGAU

adesso supported the Canton of Aargau in enabling various Canton Departments (such as education, police and social services) to independently develop new digital services without the need for a project framework. Through decentralization of development, this initiative significantly reduced time-to-market and is expected to lead to noticeable cost reductions. Over time, this approach will also allow for the implementation of numerous e-services without overburdening internal IT capacities.

CHALLENGE

The needs of Canton Aargau are not so different from those of the private sector: First, the desire to simplify technological complexity and enable departments with differnet IT skills to create digital services. Secondly, the ability to ensure widespread adoption of the new Citizen Development approach through effective training and user engagement strategies, enabling people with little or no programming knowledge to create and maintain applications. Also, the need to significantly reduce service development time in less than four weeks. Finally, to keep the costs of creating digital services below a certain threshold per service.

SOLUTION

adesso's business automation solutions meet these needs perfectly, because the customer needs are at the centre of every step. With the Citizen Development approach, we have been able to decentralise the creation of e-services for standardised application processes in the organisational units. The centralisation of the development platform with reusable models and components has significantly streamlined and accelerated the service creation process. We have also provided extensive training and support for Citizen Developers to effectively use the development tools.

BENEFITS

Canton Aargau was able to expand the range of digital services. None of this would have been possible with traditional technologies, approaches and partners. The most important benefits of the new automated approach at a glance:

> Significant cost savings in service development

> The creation of quick digital services has significantly accelerated response time

> Streamlined decentralisation has created greater efficiency and flexibility within the departments.

MORE ON THE SOLUTION

This solution involves the use of user-friendly tools and pre-defined templates, allowing the departments in the Canton of Aargau to independently create digital services without requiring advanced IT skills. This approach accelerates the creation of services, decentralizes digital innovation, and offers cost reductions, all while increasing the flexibility of the departments.

Implementation involves configuring suitable tools and establishing efficient management and monitoring processes for quality and security assurance.

METHODS AND APPLIED TECHNOLOGIES

By integrating advanced methodological approaches and adopting cutting-edge technologies, we created a dynamic environment where business processes continually evolve. This approach allows us to embrace new KPIs, manage change with agility, and ensure the accurate presentation and validation of metric values.

BackEnd: flowable (with React custom forms) | Postgres | Elasticsearch | OIM (Oracle Identity Manager)

FrontEnd: React with an integration of Aargau palette components on flowable

> *Together with adesso, we have introduced fundamental changes in the cantonal e-government infrastructure sector. Through the development of Low-Code platforms, we aim to decentralize development so that numerous electronic services can be implemented without exceeding the capacities of the internal IT. I also want to highlight the collaboration in the joint delivery team – it worked superbly."*

Syrian Hadad, CTO, Head of Technology & Engineering Kanton Aargau (source: netzwoche.ch)

ABOUT THE CUSTOMER

KANTON AARGAU

Canton Aargau has a diverse population and a variety of government departments, including education, police and social services. The Canton is dedicated to modernising and expanding its digital services, aiming to enable departments to create services independently without the need for advanced technical skills.

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