



Schweizerische Eidgenossenschaft  
Confédération suisse  
Confederazione Svizzera  
Confederaziun svizra

**Staatssekretariat für Wirtschaft  
SECO**

# A major IT project for the Swiss labor market



## Modernization, further development, maintenance, and support of the job placement information system

- > AVAM is one of the central tools used by all regional employment offices (RAV). It serves as the information system for **job** placement **and** labor **market** statistics. As a strategic development partner, adesso implemented this major IT project (approx. 56 million CHF) for SECO – from modernization and further development to ongoing support.

### CUSTOMER BENEFITS

- > **Adaptability:** Modernization makes it possible to respond quickly to functional and technical requirements.
- > **Continuous integration:** Seamless connection and interaction with peripheral systems are continuously ensured.
- > **Greater efficiency** thanks to the modernized AVAM user interface.
- > **Scalable implementation:** adesso Smartshore expands the Swiss core team as needed (ranging from 5 to 55 adesso employees depending on the phase).

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Our collaboration with adesso was constructive and pleasant at all times. In adesso, we have found an innovative and competent partner for long-term collaboration on the further development and maintenance of our complex AVAM application, and we are highly satisfied!

*Kurt Gerber, Project Manager at  
SECO, on the collaboration.*



# Modernization, further development, maintenance, and support of the job placement information system

## Challenges

- > AVAM has been in use since the **1990s**, and its user interface needed to be modernized while taking into account the diverse functional requirements of job placement and labor market statistics.
- > Maintenance and third-level support were to be transferred from BIT to a new partner.
- > The business application had to be continuously adapted to new requirements, and its integration with peripheral systems had to be ensured.

## Customer benefits

- > Thanks to the modernized user interface, RAV tasks are completed more intuitively and efficiently.
- > The adaptive design adjusts to different usage scenarios, supporting RAV staff in their daily work.
- > The improved search function makes it easier to find the required information.
- > The modernized solution meets current standards, runs stably, and is easy to maintain.
- > Continuous further development adapts the application to changing environments, while maintenance and support keep it up to date.

## Solution

- > adesso implemented the major project in collaboration with SECO, BIT, and the unemployment insurance executing agencies.
- > During the modernization phase, several Scrum teams in Switzerland worked with nearshore teams in Spain and Bulgaria.
- > Implementation was based on the HERMES project management methodology used in the Swiss federal administration.
- > The modernization of the user interface as well as were tackled in several implementation steps. In parallel, maintenance, further development, and support were established.
- > Maintenance, further development, and support are provided by teams in Switzerland and nearshore – with development taking place in Bulgaria.

### Project data

|                       |                                                           |                                                                   |
|-----------------------|-----------------------------------------------------------|-------------------------------------------------------------------|
| Project start<br>2018 | Go-live of modernized system<br>End of 2021               | Completion of modernization, maintenance & support<br>End of 2035 |
|                       | Maintenance, further development & support<br>2022 - 2035 |                                                                   |

### Total volume

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|------------------------------|
| CHF<br>approx. 56<br>million |
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### adesso's role

|                               |
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| Strategic development partner |
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