

About atene KOM

atene KOM from Berlin accompanies the public sector in project development in the areas of digitalisation, energy, mobility and education. We bring municipalities, counties and companies together and jointly develop the infrastructure for the future. Strengthening rural areas is the focus of our work. We are a strong partner for our customers for subsidy consulting, regional development, the establishment of goal-oriented networks and organisational development. Together with German and European partners, we work on funding projects, for example for the digitalisation of rural areas, develop smart mobility concepts for local and regional transport or intelligent strategies to promote sustainable development.

We accompany projects with effective communication and efficient marketing, organise workshops for further training and, if required, also take over event management. We see ourselves as a neutral moderator between business and the public sector. We solve the changing tasks of our customers – fast, effectively and agile.

atene KOM employs more than 300 experts from different fields such as IT, law, economics, communication, administration or geography. In this way, we generate the necessary know-how to ensure finding the right solutions for our clients' numerous missions.

In addition to its Berlin headquarters, atene KOM has seven regional offices in Germany: Bonn, Leipzig, Munich, Osterholz-Scharmbeck near Bremen, Schwerin, Stuttgart and Wiesbaden. We also operate an office in Brussels and in Kyiv.

The adherence to the highest quality standards is one of atene KOM's key goals. That's why we're currently certified to the 9001:2008 standard.

atene KOM

Optimised processes for citizen-centred services

Consulting Concept

We develop a management system in which we continuously monitor the modernisation process of your administration and design all necessary procedures to develop citizen-oriented services.

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Consulting Concept

Creating your digital administration

Information and communication technologies in citizens' workplaces and everyday lives have completely changed their expectations towards public administration. Many expect the same level of digital services from their city that they receive from private sector companies (e.g. online permit renewal, online fee payment options). Many municipalities have already made exciting strides towards building digital city halls and local governments encourage them to carry out as many online administrative tasks as

possible for citizens and companies via online user portals.

With their broad portfolios of citizen-centred services, municipalities are indeed on the forefront to guaranteeing easily accessible, user-friendly digital administration. However, the seamless and efficient digitalisation of city services require a comprehensive review and adaptation of all internal administrative processes.

Our services

atene KOM supports municipalities in analysing existing procedures and improving them through a digital process implementation. In addition, we develop a management system in close cooperation with you in order to continuously monitor and improve your digital administration processes. Our support comprises of four phases:

Phase 1 Status quo analysis

➤ Analysis of existing processes

We identify and evaluate all the processes in your organisation and analyse the current situation using the latest Business Process Model and Notation (BPMN 2.0) standards.

Phase 2 Process planning

➤ Strategy development

A thorough analysis of the success factors and of the core competencies of your organisation will help to optimise the process landscape. Key figures such as cost or quality targets and a detailed change management concept are necessary in this step.

➤ Process redesign

Based on management methodology, processes are evaluated from the perspective of internal and external users and then re-modelled accordingly (BPMN 2.0 standards).

➤ Implementation plan

Through a feasibility study and classification in a process matrix, which analyses all internal processes of your organisation, atene KOM develops a tangible implementation plan. In this way, processes are digitalised and thus optimised.

Phase 3 Implementation

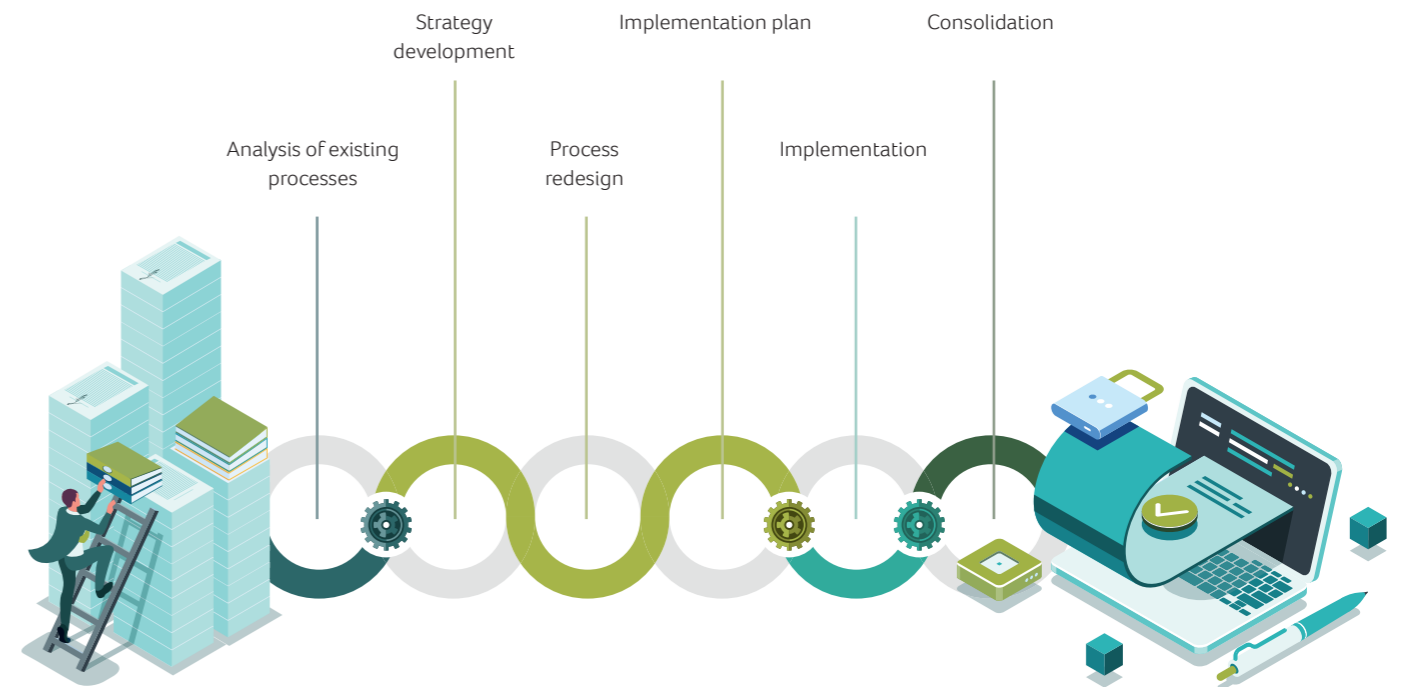
➤ Implementation assistance

We accompany your organisation during the whole implementation process, from restructuring the organisational processes to testing lean management and change management methods.

Phase 4 Monitoring

➤ Consolidation of continuous process management

In order to keep business processes up to date and optimised, we support you in the introduction of a continuous improvement process (CIP). Together with your organisation, we evaluate previously applied lean management methods, identify the method that best suits you and assist you in putting it into practice.



Benefits from process optimization

Digitalised administrative procedures can significantly reduce costs and processing times as well as improve the overall quality of the services. A holistic analysis helps to efficiently and economically define appropriate IT solutions and to successfully implement them. Often it requires more than just an adjustment of the process organisation, as the organisational structure may also have to be reviewed and adjusted. By connecting users within the administration and external users to the right interface, structured process management helps municipalities prepare themselves for the future.

Smart Regions Team

atene KOM's multidisciplinary smart region team supports your region in its digital transformation. Our core team of city and regional planners, technicians, lawyers and various experts in fields such as mobility, energy, education and sustainability enables the systematic processing of diverse challenges. We are on the spot to support you in eight locations in Germany as well as in Brussels and Kyiv.