



Case: Copenhagen International House

COPENHAGEN INTERNATIONAL HOUSE: THREE BECAME ONE

International House in Copenhagen services foreigners, who settle in Denmark's capital. Users come from all over the world, and the service centre handles 40,000 visitors every year. When International House introduced the FrontDesk queue and referral management system, they had no idea how great a significance the new system would get.

THE OLD SYSTEM WAS EXPENSIVE AND DEFICIENT

"It was completely crazy". This is how Trine Marie Ingeberg, head of International House, describes the conditions before FrontDesk was introduced. The reception area in International House was a jumble of people, who were often impatient and stressed because they were waiting in suspense.

The citizens did not know how long they had to wait, and they risked waiting for a long time, only to be sent back home if they had not brought the necessary documents. 3 permanent employees were receiving the citizens, explaining them, which documents they should bring, and directing them to the right queue. It was an expensive and poor solution that was frustrating for both citizens and employees. "It took a really long time to service the users and to ensure that they had the right papers", says Trine Marie Ingeberg.

FRONTDESK HAS FREED UP EMPLOYEES

In March 2016 FrontDesk was introduced and it had an immediate effect. At the FrontDesk stand, the citizen receives a referral and a queue number. The citizen replies to a few, simple questions and is then directed to the right counter. The FrontDesk screen is self-explanatory and this means that the citizens have become self-reliant. As a consequence, staffing in the reception could be cut down from 3 employees to 1.

"We have freed two employees, which means that now we have converted to better and faster service for the citizens. We do now have two extra sets of hands to provide real service, which were formerly fully employed with simple referrals," says Trina Marie Ingeberg.

NOT JUST A SIMPLE NUMBERING SYSTEM

FrontDesk has made the servicing of the citizens faster and more user-friendly. Today, the citizens receive a referral at the FrontDesk stand that informs the individual citizen which documents to bring. Together with their appointment confirmation they even get a note that helps them remember what to bring.

This saves the employees a lot of work and the citizens avoid unnecessary queueing. "FrontDesk is not just a simple numbering system, but a number and referral system", says consultant Henrik Hansen and continues, "it is the entrance to International House, which ensures that you are quickly and correctly sent to the right place and with the necessary documents".

At the same time, FrontDesk has created peace. Because the system always shows exactly when the citizen has an appointment. It removes uncertainty and makes it possible for the citizen to organise his time, if there is a while to the appointment. At the same time, an unexpected positive effect was experienced at the stands:

"In the past we experienced that citizens, who showed up without the necessary documents, tried to get us to service them anyway. It sometimes evolved to unpleasant discussions. We do not experience this anymore, as they cannot argue with the stand. There is authority behind it, when the "system" is requiring documentation. It ensures a safe and peaceful service"

Henrik Hansen, Specialist at International House

INTEGRATION WITH OTHER SYSTEMS

International House solves many different tasks, and has therefore introduced 6 different queues, where they, among other things, help citizens with CPR numbers (civil registration numbers) and taxation. The citizen draw a number for all services at the FrontDesk stand and as the FrontDesk as a standard offers to share data with other systems, collaborators such as Work in Denmark can see their own queue.

"FrontDesk is smart in comparison to other numbering systems, as the system easily and freely integrates with our other service systems. We avoid the administrative hassle and paying for further system integration"

Trine Marie Ingeberg, Head of International House

FLEXIBLE MANAGEMENT OF QUEUES

With FrontDesk it is possible to assign individual queues to specific groups. International House has external cooperation partners - the so-called relocators - who often come by unannounced. With FrontDesk, they can quickly get to speak with a case worker and it speeds up the case handling. The system also provides other options of flexible queue management. For instance, the host may draw a number from FrontDesk's "fast track" and move families with small children up at the front of the queue. Finally, queues may be closed and reopened as needed and thus the employee resources may be managed in the most appropriate manner.

FULL OVERVIEW FOR THE EMPLOYEES

In modern organisations, data is crucial to the management, and FrontDesk is filled with valuable data. Info screens in the reception area make it easy for the citizens to follow the queues' momentum and the employees' dashboards provide even more possibilities. The employees can continuously see which colleagues are at work, which citizens have turned up, and which number the individual citizen has drawn. In addition, data is continuously generated for the operations. The system is adapted to the new EU General Data Protection Regulation, so that private data are not used and stored.

"FrontDesk is a cornucopia of data. The system does not only provide citizens and employees with an overview - it also provides solid documentation for the management and data for precise management of where and when resources should be added"

Trine Marie Ingeberg, Head of International House

FOR FURTHER INFORMATION, PLEASE DO NOT HESITATE TO CONTACT

Trine Marie Ingeberg
Head of International Service
International House

THE CITY OF COPENHAGEN
Culture and Leisure Administration
Growth, Internationalisation and Citizens service

Mobile +45 3045 5321
E-mail bk2u@kff.kk.dk