



STATENS ADMINISTRATION

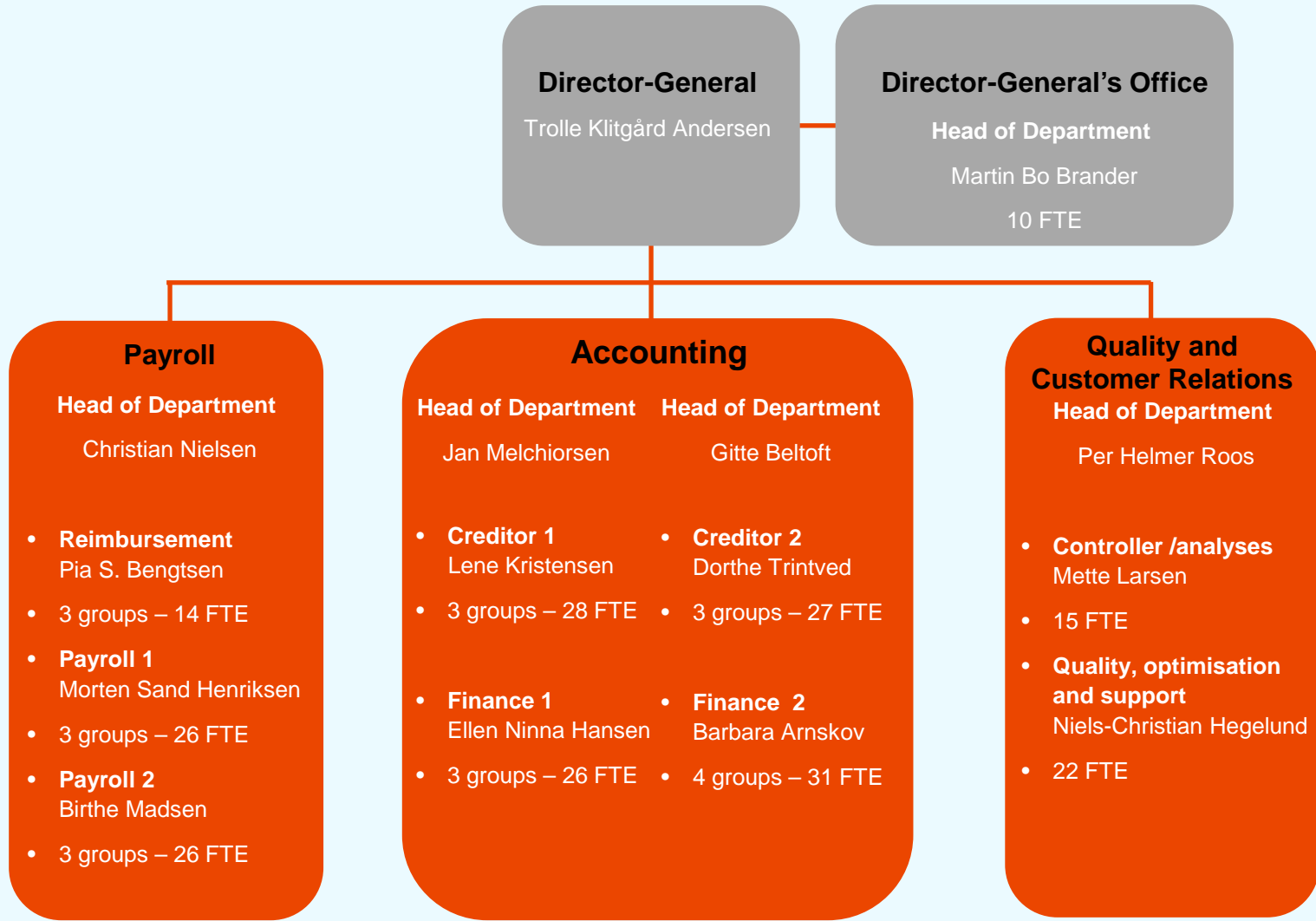
Danish Agency for Governmental Administration

Facts and figures

Nordic Shared Service Forum, 16-17 November 2017

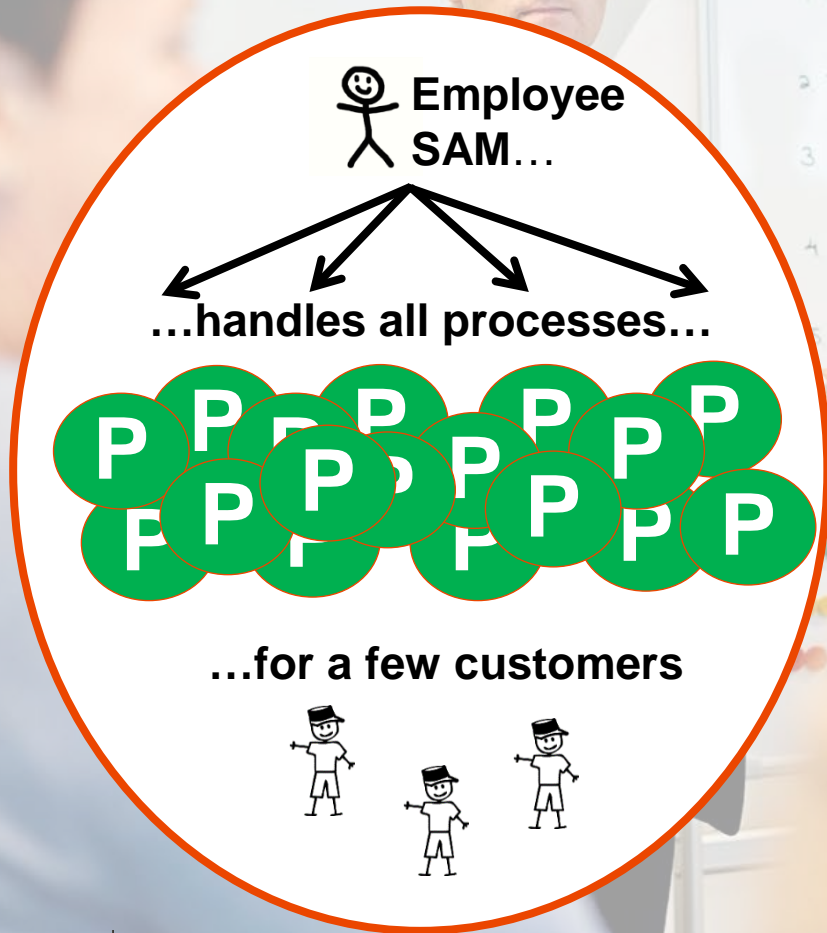


Agency for Governmental Administration

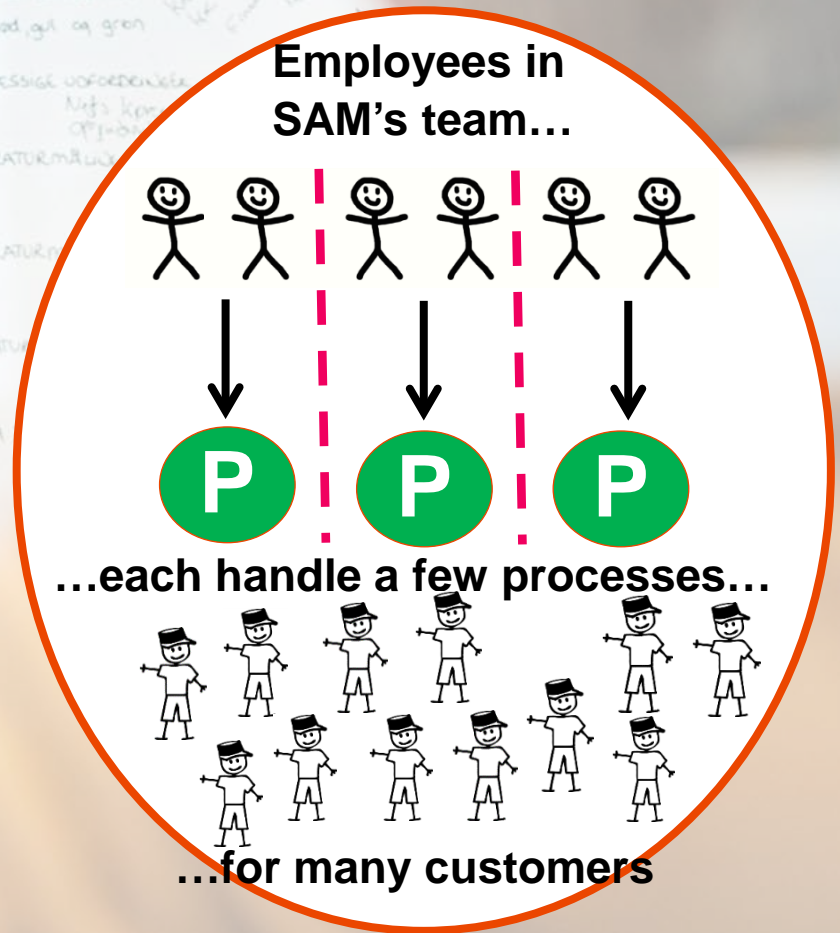


New business model: from customer based to process based

Before: Customer based



Now: Process based



Accounting

Assignments

- Creditor: E-vouchers, creditor creation, reposting, VAT verification, salary suspension e.g.
- Finance: Banks, fixed assets, tax account, accounting of VAT, sales invoices, reminders e.g.

Facts

- 150 customers – 220 scopes of accounting
- Purchase invoices – 980.000
- Sales invoices – 760.000
- Travel accounts – 122.000
- Accounting statements – 2.700
- A total of 113 FTE, 5 trainees, age 20 – 64



Payroll

Assignments

- Processing of payroll twice a month
- Claiming of various reimbursements
- Reconciliation of accounts related to payroll and reimbursements

Facts

- 150 customers, from 10 – 7.000 FTE
- Processes approx. 55.000 monthly pay checks
- Claims approx. 31.000 annual reimbursements
- Reimbursement claims equals annually approx. 450 mill. DKK
- A total of 67 FTE, 3 trainees, age 20 – 64



Quality Customer Relations

Assignments

- Crosscutting tasks:
 - documenting and optimising payroll and accounting processes
 - procuring, running and maintaining it-systems within payroll, accounting, reporting and process management
 - managing customer relations with regard to customer agreements, customer meetings and customer satisfaction survey

Facts

- A total of 37 FTE
- supporting a total of 126 processes on payroll and accounting
- 150 customer agreements
- 22 it-systems
- 10 it-system suppliers