Agenda

• Memory Lane

• Lessons learned
Development and growth

- Billions saved in administration – public and private sector.
- +5,500 tons of paper saved in 2016.
- +11 million Nordic end users today.
- +30,000 senders in Nordics.

- 1st public tender won
  - 2001: 20 M TX, 1,0 M USERS
  - 2005: 100 M TX, 1,5 M USERS
  - 2006: 190 M TX, 2,7 M USERS
  - 2010: 250 M TX, 4,0 M USERS

- 2nd public tender won
  - 2011: 350 M TX, 11 M USERS
  - 2015: 2,7 M USERS
  - 2016: 4,0 M USERS

- e-Boks established

- Billions saved in administration – public and private sector.
- +5,500 tons of paper saved in 2016.
- +11 million Nordic end users today.
- +30,000 senders in Nordics.
SUCCESSFUL “DIGITAL COMMUNICATION” IMPLEMENTATION REQUIRES PUBLIC AND PRIVATE SECTOR LEADERSHIP

A COMMON TARGETED STRATEGY = SHARED GOALS

A COMMON PUBLIC INFRASTRUCTURE = EFFICIENT DIGITAL ADMINISTRATION

LEGISLATORY FRAMEWORK ABOUT THE USE OF DIGITAL MAIL = BENEFITS OF SCALE

A COMMON COMMUNICATION STRATEGY = SHARED MESSAGES
Value
- 80% savings related to postage and paper
- 50% savings related to handling of letters
- Improved customer experience
- Compliance with ‘Act on processing of personal data’
- Secure communication with your customers
- Documentation of advisory conversation
- Conducting business securely and efficiently - anytime - anywhere
- Drastically reducing contract turnaround times
- Saving millions on printing, postage and filing costs
- 100% digitalisation on own page
- Increased usage of own self-service solutions
- Same technology across all geographies
- Minimize late payments
- Fewer customers goes to debt collection
- Increased customer satisfaction
- Customer insight
- Improved customer communication
- «A-B testing»

Document
Communication
Signature
Portal
Payment
Business Intelligence

Archive
Business Process
Insight
Lessons learned
Think BIG
Adapt to increasing disruption
Personalize digital experience
Create best in class user experience
Example: Simple business process

- **Citizen has a car accident and is submitted to hospital**
- **Hospital create accident report and ask citizen for consent to share**
- **Insurance receive hospital and police form – release insurance claim**
- **Physiotherapist treats A. Bentsen based on info from hospital**
- **Citizen receives everything in their e-Boks**

**Police Report form**
- Name: A. Bentsen
- Soc sec #: 160569-22
- Description: QWERTY
- Counter part: B. Zoe
- Police #: 1234-567
- Sign sharing consent A. Bentsen

**Digital Hospital Form**
- Name: A. Bentsen
- Soc sec #: 160569-22
- Description: THSYKS
- Doctor: K. Petersen
- Serial #: 3865-709
- Sign sharing consent A. Bentsen

**Insurance Claim**
- Name: A. Bentsen
- Soc sec #: 160569-22
- Description: KVANTHF
- Insurance Ass.: F. Pop
- Serial #: 2384-847
- Sum: SEK 250.000

**Patients journal**
- Name: A. Bentsen
- Soc sec #: 160569-22
- Description: DKFLSKF
- Physiotherapist: N. Pedersen
- Serial #: 7463-984

**Digital end-to-end process**
- Significantly reduced time for process handling
- Citizen has a copy of all documentation!
- Can be shared in other processes for later

---

**Police Report form**
- Name: A. Bentsen
- Soc sec #: 160569-22
- Description: QWERTY
- Counter part: B. Zoe
- Police #: 1234-567
- Sign sharing consent A. Bentsen

**Digital Hospital Form**
- Name: A. Bentsen
- Soc sec #: 160569-22
- Description: THSYKS
- Doctor: K. Petersen
- Serial #: 3865-709
- Sign sharing consent A. Bentsen

**Insurance Claim**
- Name: A. Bentsen
- Soc sec #: 160569-22
- Description: KVANTHF
- Insurance Ass.: F. Pop
- Serial #: 2384-847
- Sum: SEK 250.000

**Patients journal**
- Name: A. Bentsen
- Soc sec #: 160569-22
- Description: DKFLSKF
- Physiotherapist: N. Pedersen
- Serial #: 7463-984
Morten Olesen
Nordic Market Director

Mail: mol@e-Boks.dk
Mobile: +45 27271820
Social: https://dk.linkedin.com/in/mortenolesen