



Lars Isaksen, Account manager

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manager

14 branches in
11 countries

750+ employees

25 Years of experience

+5,000 customers

**70% av
Nederlands
kommuner**

**Dialog med
kommuner i
Norge og
Sverige**

**25% av Belgias
kommuner**

**35% av
Danmarks
kommuner**



Noen norske referanse kunder



SCHJØDT



UiT / NORGES ARKTISKE UNIVERSITET

BONNIER
Publications



KUEHNE+NAGEL

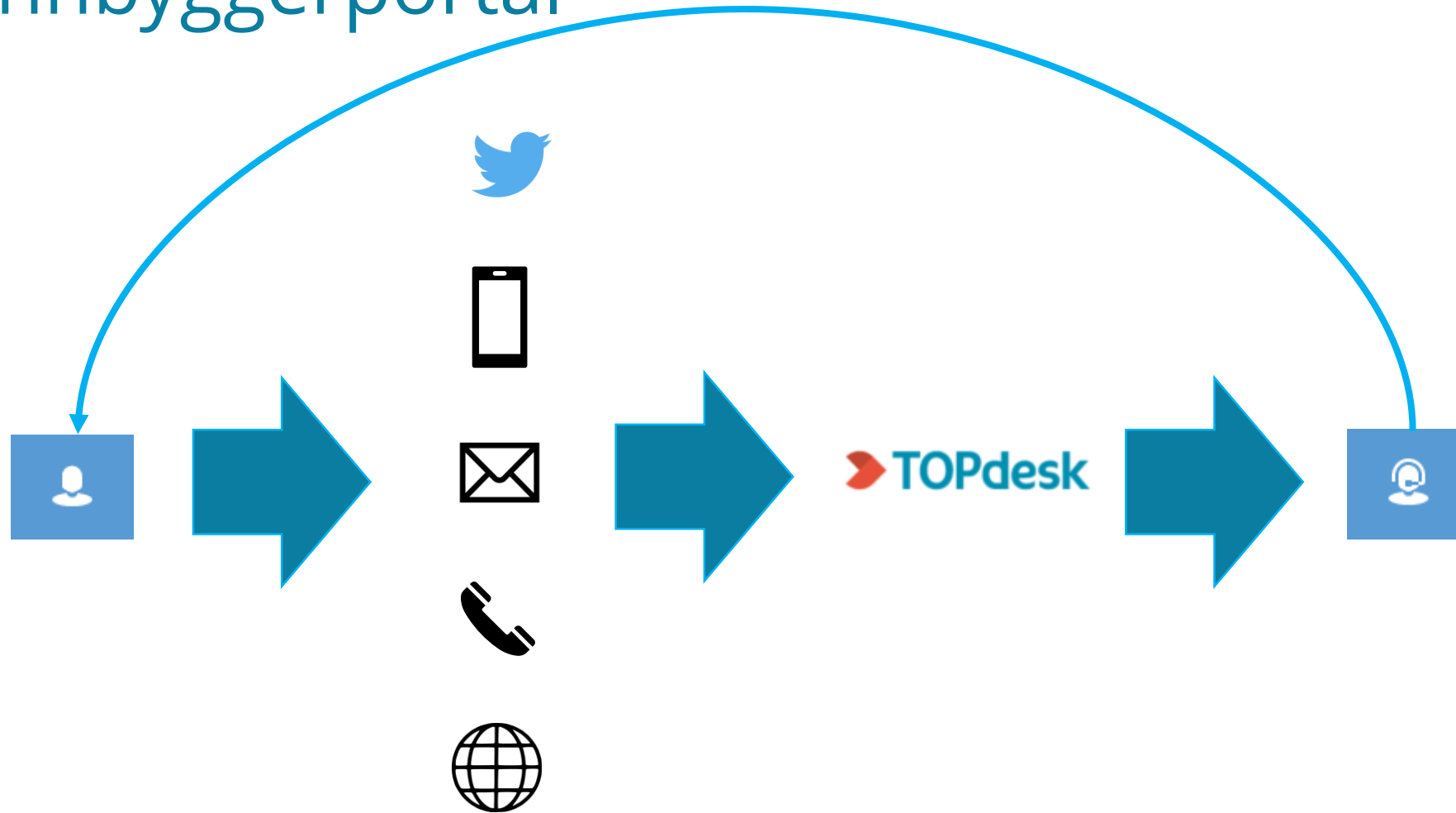


Ulike anvendelsesområder for TOPdesk

- Innbyggerportal
- Service Management
- Facility Management
- HR / Økonomi
- Utdanning
- Helse



Prosess Innbyggerportal



Innbyggerportal

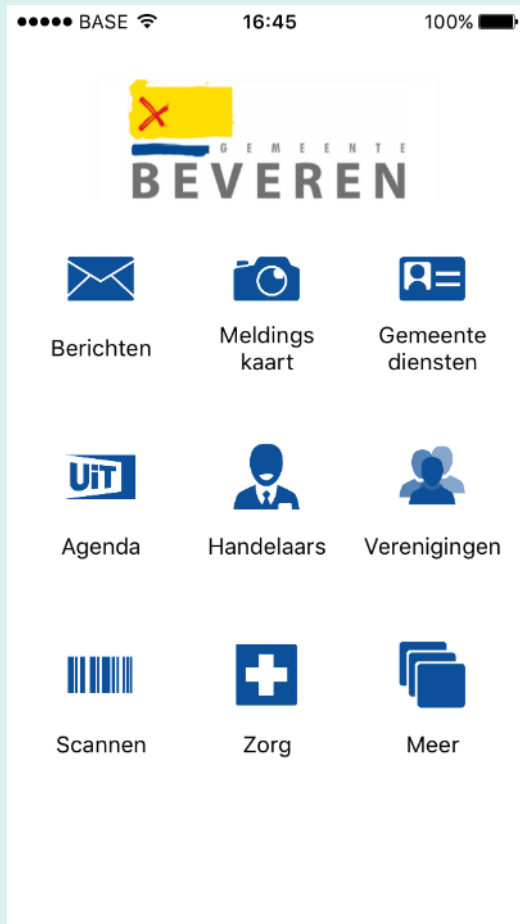
Ett kontaktpunkt
for alle
henvendelser til
kommunen

The screenshot shows the TOPdesk user interface. At the top left is the TOPdesk logo. At the top right is a user profile for 'Dean, J.R.' with a gear icon. Below the header is a search bar with the placeholder text 'Find services, existing requests and FAQs'. Underneath the search bar is the question 'What topic is your question/request about?'. The main content area is a grid of service tiles: 'Mine henvendelser' (with a clipboard icon), 'Serviceavdeling' (with a headset icon), 'Bibliotek' (with a photo of a man at a laptop), 'Broad service disruptions' (with a '2' badge), 'Bestill MinApp' (with a photo of hands holding a smartphone), 'Rapporter en feil' (with a lightning bolt icon), 'Book møterom' (with a photo of a meeting), and 'Awaiting approval' (with a '3' badge). The 'Broad service disruptions' section contains two items: 'Hot water not working' (None of the hot water taps on the first and second floors are working.) and 'Email outage' (Email is not working. Currently it is not possible to receive or sent emails.). The 'Awaiting approval' section contains two items: 'Relocation of Work station' (Houghton, F.) and 'Hardware request' (Richmond, B.).

Enkelt tilgjengelig
kunnskaps-
database med
fritekstsøk



Eksempel fra Belgia: VårBy-Appen



Partnership: GIS-integration

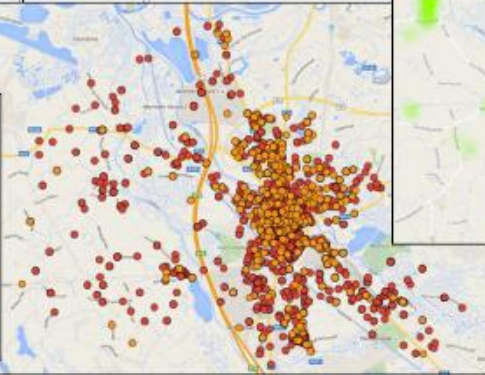
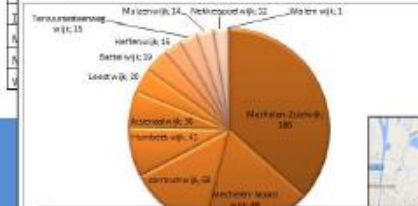


Voorbeelden van half-jaarlijkse rapportage ivm netheid:

Zwerfvuil / sluikestorten 2015

In 2015 werden ca 5480 sluikestort-/zwerfvuil gerelateerde acties geregistreerd.

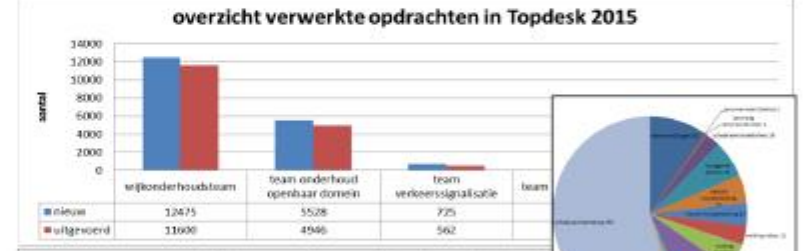
| aantal niet-geclassificeerde acties per wijk/sector | % aantal | aantal acties per straat |
|---|----------|--------------------------|
| Mechelen-Zuid wijk | 186 | 36,47 |
| Mechelen-Noord wijk | 89 | 17,45 |
| centrum wijk | 68 | 13,33 |
| Hombreek wijk | 41 | 8,04 |
| Arsenaal wijk | 30 | 5,88 |
| Leest wijk | 20 | 3,92 |
| Battol wijk | 19 | 3,73 |
| Halle wijk | 15 | 2,94 |
| Terauwsesteenweg wijk 15 | | 2,94 |
| Walle wijk 14 | | 2,75 |
| Batte wijk 16 | | 2,35 |
| Leest wijk 20 | | 0,20 |



<https://www.t?mid=zVKLA&usp=share>



Enkele voorbeelden van extra half-jaarlijkse rapportagemogelijkheden:



Eksempel på innbyggerportal

Molenward kommune i Nederland uten rådhus –
Arbeidslivskonferansen 2015

https://www.youtube.com/watch?time_continue=24&v=myIM30Q2H5o

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Spørsmål?



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*Thank
you*

A close-up of a fountain pen nib, showing the gold-colored metal and the black ink reservoir.