

Implementation of an eGov solution at the FGB - how digitisation works

What does a modern, data protection-compliant eGov solution look like? REXULT successfully supported the secretariat of the Swiss Federal Gaming Board (FGB) in the realisation and implementation of this solution. A success story in the world of e-commerce that deserves to be told.

By Deborah Bernardi and Lorenz Zimmermann

Starting point

The Federal Gaming Board (FGB) is the supervisory authority for gambling houses and ensures compliance with the legal requirements for gambling houses and the licensing provisions. In particular, it ensures that gambling is operated in a safe and transparent manner and that the regulations on combating money laundering and the financing of terrorism are complied with. It is also responsible for the prosecution of illegal gambling, on the one hand by blocking access to illegal online offers and on the other hand by prosecuting offences against illegal gambling. The FCMJ employs around 50 staff.

Before the current digital solution with the eGov interface was implemented, the FCMJ received applications and communications from gambling houses mainly in paper form. The documents entered were scanned and filed in the Acta Nova case management system (GEVER). The staff then drafted the response, printed it out, signed it and sent it back to the casinos by post. During the pandemic, the paper process, including obtaining physical signatures, proved to be very time-consuming and tedious, particularly due to the requirement to work from home.

In addition, gaming house licences are reallocated every 20 years. Previously, the FCMJ had to prepare the structure of the licence application manually and send it to the applicants in a time-consuming procedure. In turn, the applicants completed the licence application and returned the documents in paper form to the FCMJ. All application documents (about 20-30 federal binders) had to be scanned, given the correct document names and filed accordingly. Large quantities of paper were sent across Switzerland. Thanks to the new eGov solution, the licences of the 21 Swiss gaming houses that are due to expire can be reallocated fully electronically at the end of 2024.

Usefulness

Today, the gaming houses connect via the SFGB website to the federally recognised notification platform (for the secure notification of electronic applications to the authorities and courts) PrivaSphere. The structured web form guides the applicant step by step through the application or notification. The completed data and attachments are transmitted to the FCMJ in encrypted form and with full legal security. The size of the package must not exceed 1.5 GB per transmission. The casino will receive an electronic receipt confirming receipt of the documents.

1. The data and attachments entered in the web form are automatically registered in the CFMJ's Acta Nova and the relevant department is informed of their receipt.
2. The person in charge of the file confirms receipt of the communication directly from Acta Nova. If, during the verification, information is missing or not up to date, the person in charge of the file triggers a request for additional documents.

3. The casino receives an e-mail with the relevant information. The documents to be submitted later can in turn be uploaded directly via the PrivaSphere distribution platform.
4. Once the CFMJ has examined the application in its entirety, the response or decision for the casino is drawn up according to the process, digitally signed and sent to the casino with any attachments directly from Acta Nova. The receipt of the electronic registered mail is automatically recorded in Acta Nova. This ensures full legal certainty and traceability for the FCJ and the stakeholders involved.

In addition to communicating with the casinos, the FCJ can also write directly to other departments via the PrivaSphere distribution platform, with full legal security. At the touch of a button, it is also possible to send mass mailings directly from Acta Nova to third parties, such as the police, IT system certification bodies or cantons.

Importing a licence application, which used to involve around 20 to 30 federal paper files, now takes just 35 seconds - and the data is filed in the right place in the GEVER system without further manual processing. A huge success for the FCMJ!

The majority of staff at the FCMJ Secretariat are already using the new eGov solution. The FCMJ is planning to expand its use of eGov and would like to use the PrivaSphere eGov solution to handle additional outgoing processes in the future. Instead of a letter or e-mail, circulars or individual documents of up to 1.5 GB can be sent directly from the GEVER Acta Nova system to any recipient without any media break.

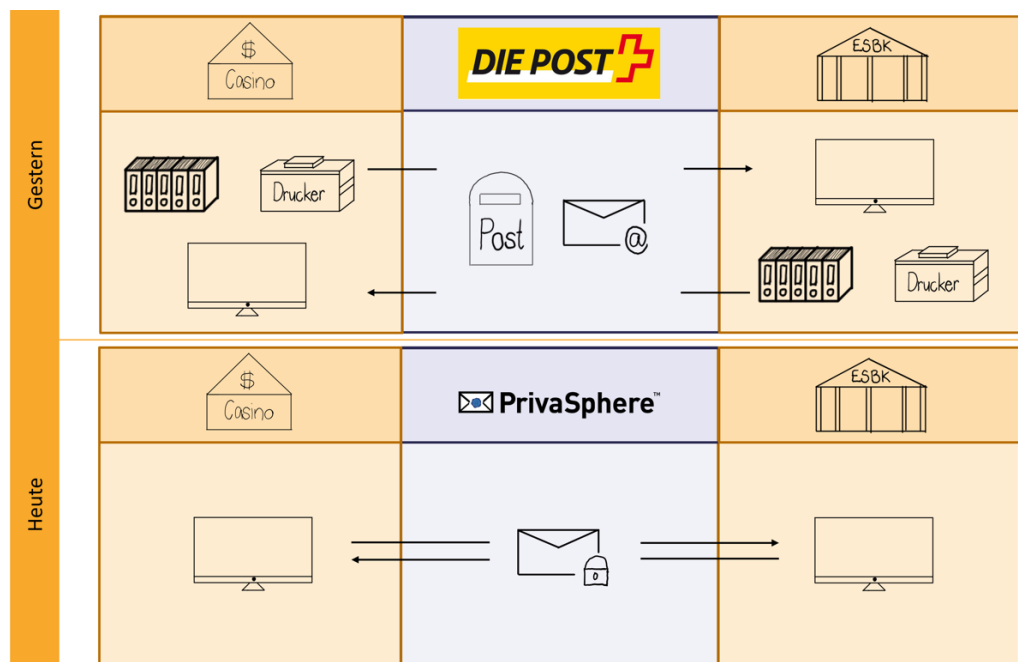


Illustration: Transmission of applications and grants yesterday and today ©REXULT

According to the following illustration, this eGov solution can be used for any type of data exchange between a federal office (or its GEVER Acta Nova system) and an external service (natural person/legal entity). A business application has already been connected (without PrivaSphere): [SEDEX at the Federal Social Insurance Office \(FSIO\)](#).

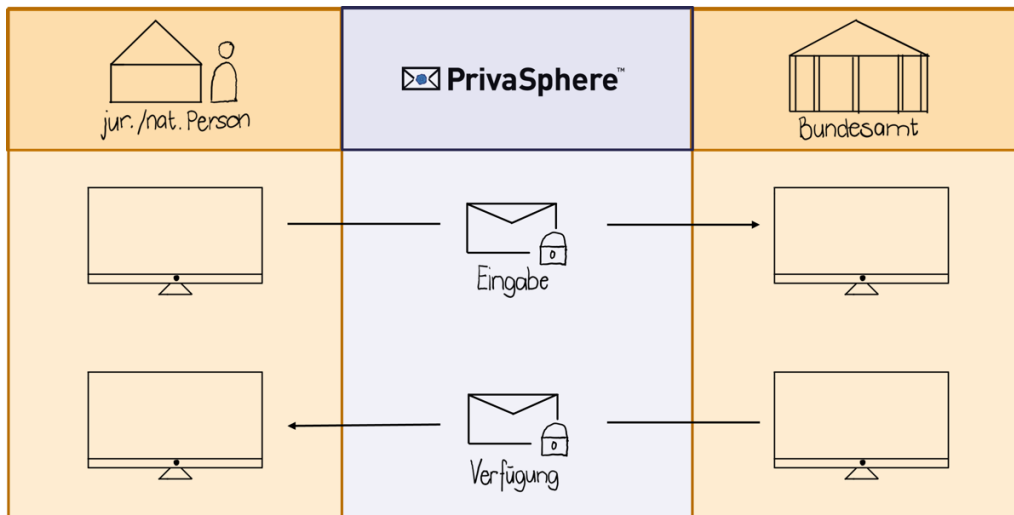


Illustration: Digital transmission of external applications / requests ©REXULT

Thanks to the experience gained in various application cases, REXULT is able to advise and support its customers with expertise in the implementation of simple eGov applications based on standard and low-cost functions.

Conclusion

Together with the customer, REXULT is able to implement seamless and legally secure digital processes via the PrivaSphere distribution platform. The solution is easy to understand for all parties involved and is implemented exclusively by Acta Nova's own embedded resources.

Even if a transparent technical solution is now used, the process of change should not be neglected during the introduction. The CFMJ has also experienced this. Both the internal staff of the CFMJ and its customers were supported by video training material or trained in training sessions and thus accompanied in their personal change process. Here too, REXULT can provide competent support thanks to its experience in change management and in the field of training and workshops. Introduction support during and after production start-up should not be underestimated either, as the learning curve and acceptance can be quickly increased by choosing appropriate support measures. REXULT is therefore involved in the customer's introduction organisation with support services such as additional instructions or second-level telephone/written support.

Customer testimonial

"With the implementation of the new eGov solution, we have taken a real step forward in the digitalisation of the FCMJ. Both the gaming houses and other partners can now communicate with the Federal Gaming Board electronically and with legal certainty. The new eGov solution provides a seamless interface with our GEVER Acta Nova system. Our partners can submit data via web forms, which are then automatically transferred to the GEVER system. Conversely, our employees can send data to our partners directly from the GEVER system without any media break. REXULT AG provided us with great support in the realisation of this project. For us, this solution is an essential achievement and a major advantage over the old paper-based process. It's great that our partners outside the Confederation can now communicate with us fully electronically!" - Fanny Kessler-Genoud, Head of the Technical and Financial Supervision Section at the Federal Gaming Board (FGB)"

Authors

Deborah Bernardi and Lorenz Zimmermann have already successfully implemented numerous projects in the field of e-government and have thoroughly investigated the various development possibilities.

Would you also like to take your business management system (GEVER) to the next level? Please contact us for a no-obligation introductory meeting: kontakt@rexult.ch or +41 (0)31 307 30 10.

Translytion by PrivaSphere AG

Original: <https://www.rexult.ch/newsblog/params/post/4240925/erfolgsgeschichte-esbk>