

Handling welfare support with RPA

- The Trelleborg Department of Labour



TRELLEBORGS KOMMUN

The model of Trelleborg

- The efforts we provide to the business community and citizens – competence support
- Our processes and our systematics
- Culture, approach and perspective
- Employee-driven innovations and business development
- Digitalisation and process automation - allocation of resources





A strategic choice - two different views with two different results

Social perspective	Labour market perspective
Focus on right to welfare support	Focus on self-sufficiency
Deep personality mapping	Workplace first
Caretaking	Individual responsibility – matching
Proven processes	Challenging
Long processes	Fast efforts



Our process

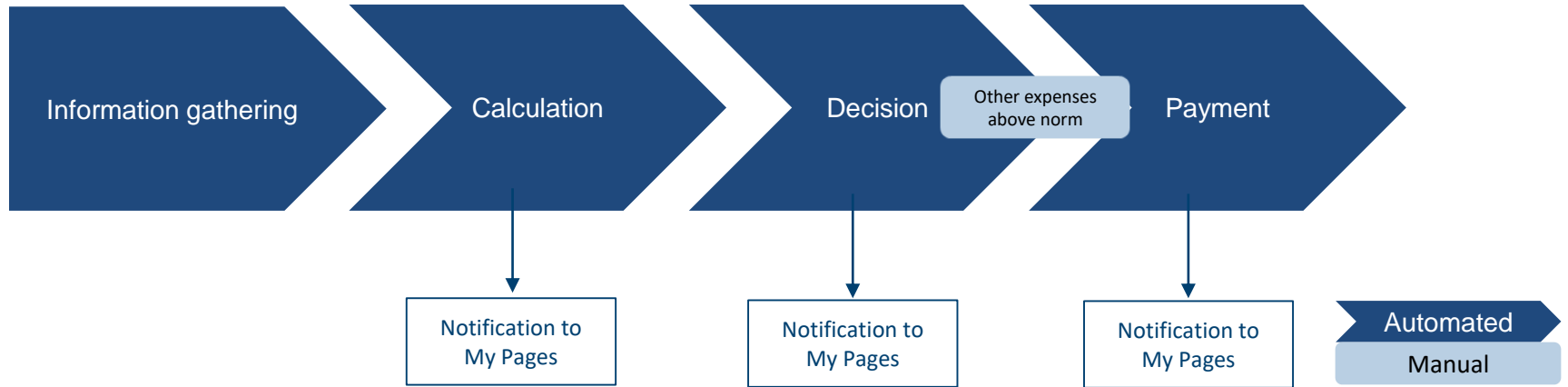


RPA

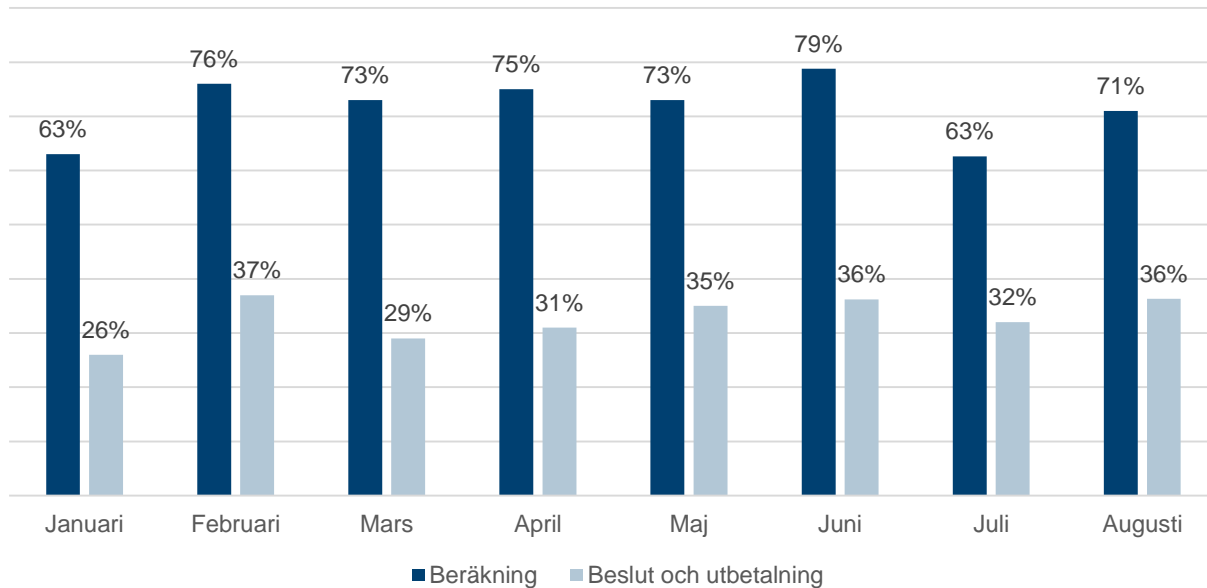
Robotic Process Automation



The welfare support process



Results handling welfare support through RPA



Courage – Systematics – Endurance all the way

From control

From phone hours

From focus on right to welfare

From social services

From waiting time

to responsibility and trust

to total accessibility

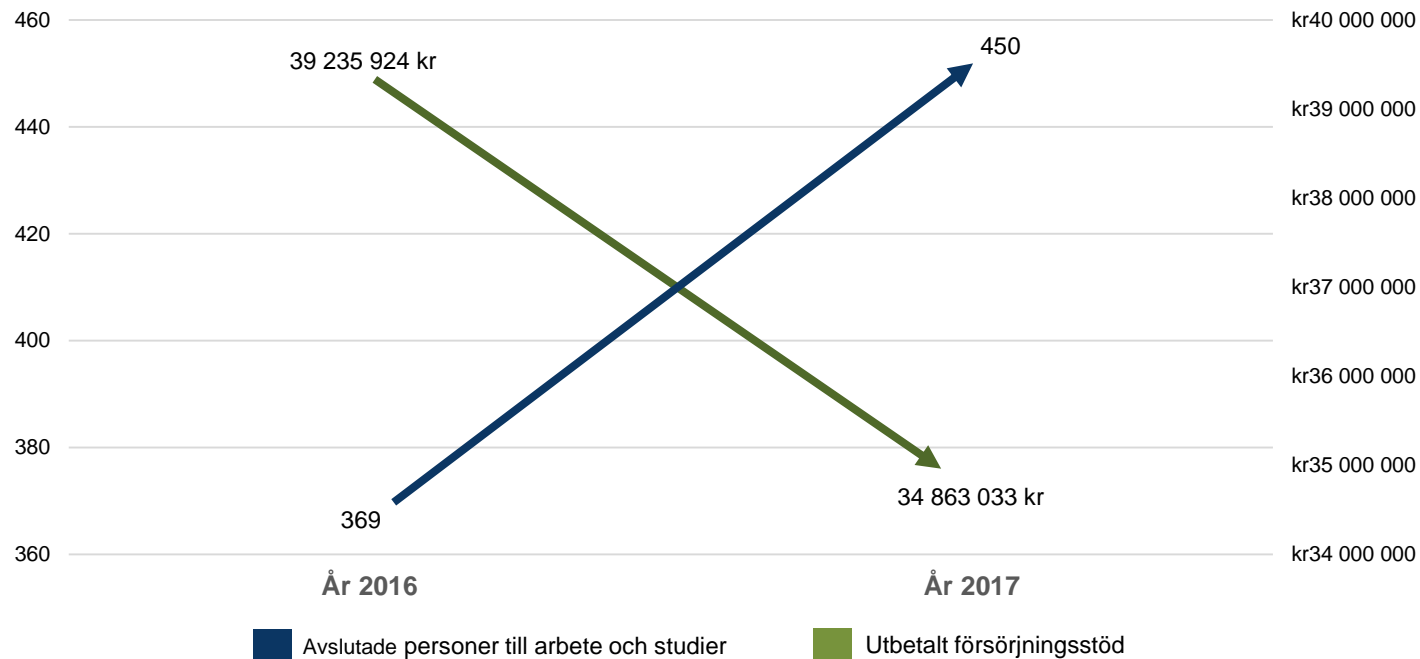
to self-sufficiency

to effective administration of welfare support

to a meeting today and a decision tomorrow



Exit to work or studies/ cost of welfare support



Thank you for your time!

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