JÖNKÖPINGS KOMMUN



SERILINE SUPPORTS JÖNKÖPINGS MUNICIPALITY WITH ORDERING AND ADMINISTRATION OF DIGITAL ID-CARDS AND VISITOR MANAGEMENT

BACKGROUNDAND CHALLANGE

Jönköping Municipality has extensive needs for ID cards and visitor management to handle identity management and secure access for staff, students, and visitors. To streamline these processes and ensure smooth handling, the municipality has procured security solutions from Seriline.

SOLUTION

- Digitize and automate the process for ordering and managing ID cards for municipal staff and students.
- Implement a modern, efficient visitor management system to enhance security and visitor handling across the municipality's operations.
- Reduce administration and manual work for staff and managers.

1.ID-card management for municipal staff and students

Administrators and managers can easily order ID cards via the internal ordering system, which is integrated with Seriline's Serix Online API. When an order is placed, relevant data are automatically retrieved from the municipality's Active Directory (AD), including:

✓Name
✓Titel
✓Department
✓Email address
✓Delivery address

Once the order is registered, an automatic email is sent to the employee with a request to upload a photo via a link. The photo can be uploaded either by the individual or by an administrator. When the order is complete, it proceeds to production at Seriline, where the card is produced and delivered to the requester within a few days. Student cards are ordered by school staff to ensure photo suitability.

2.Implementation of the visitor management system

To improve security and visitor handling across the municipality's various departments, Jönköping Municipality has procured Seriline's visitor management system, Visitor. The procurement, completed in 2024, resulted in an 8+2-year agreement. Two installations have already been completed, with more planned shortly.

RESULTS

By implementing Serix Online and the Visitor system, Jönköping Municipality has taken a major step toward a more digitalized and secure operation. The new systems reduce administration, streamline handling, and enhance security, resulting in a smoother and safer work environment for staff, students, and visitors.

The implementation of Serix Online and Visitor has delivered significant value and business benefits for Jönköping Municipality, including:

Efficiency:
Automated ID card management reduces administrative workload for managers and HR departments
Security:
Digital ID cards and a visitor management system improve control of both employees and visitors.
User experience:
Simple, digital processes for requesters and cardholders.
Sustainability:
Reduced paper use and more structured workflows.

"We are very pleased with our collaboration. We are always met with warmth and respect, and no request seems impossible to solve. The partnership has contributed to a more efficient way of working, more satisfied customers, and positive development of our operations"

-Anna Lax
Head of Service Management, Jönköping Municipality.

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