

Case Study

Knowledge Management |
District of Lüchow-Dannenberg



TASK

The district of Lüchow-Dannenberg aimed to significantly reduce the burden of repetitive helpdesk inquiries and to sustainably optimize the time-intensive onboarding processes within its specialized departments.



PARAMETERS

Industry: Public Administration

Project Duration: 3 Months

Project Title: Knowledge Management

Number of Authors: 20

Number of End Users: ca. 500

Applications: 150 (Specialized software such as OPEN/WebFM, PROSOZ 14plus, Infoma newssystem; DMS nscale; KI-Systeme, MS Office 365)



SOLUTION & RESULT

Following a public tender, datango prevailed over two competitors—the decisive factors being the broad range of functions and intuitive usability. Productive content was created using the datango Creator as early as the author training sessions. Supplemented by ready-to-use content for Microsoft Office 365, the solution was rolled out to the entire workforce after only three months. Access is centralized via the online live help tool datango Live!, which provides application-sensitive content. Depending on their needs, employees can access quick-start guides, manuals, videos, or interactive simulations (Demo, Test, and Practice modes). To ensure content quality, the datango Analyzer provides precise data on potential for optimization. Consequently, the digital Learning Management System has almost entirely replaced previous face-to-face training sessions.



CUSTOMER SHORT PROFILE



The easternmost district of Lower Saxony, known as Wendland.Elbe, combines untouched nature in the UNESCO Biosphere Reserve Elbe River Landscape with cultural diversity and traditional "Rundling" villages. Approximately 49,000 people call this area home. In the course of AI integration and the use of Artificial Intelligence, the training and sensitization of district employees, as well as transparency for our citizens, are top priorities. At the same time, our efforts focus on the highest data protection and information security standards regarding the provision of digital resources. Through these measures, we strengthen the administration's proximity to its citizens and create the foundation for a future-ready, digital municipality.



TOP 3 PROJECT SUCCESS FACTORS

+100%

flexibility in time and location for training sessions

+80%

time and cost savings through digital onboarding

+80%

time and cost savings in documentation creation



CONTACT

datango



CUSTOMER FEEDBACK

"datango is a stroke of luck for both sides: it enables us to achieve high-quality knowledge preservation and delivery. This allows us to guarantee first-class knowledge transfer, where our employees can learn at their own pace."

Sabrina Donner, Head of Digitalization and Information Security Officer

Do you have any questions? You want to know more about this case or our products? We are here for you. Please feel free to contact us. Our team will answer all your questions! On our website you can also directly make an appointment for an online presentation.

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