



Cantons Zug and Schwyz automate naturalization

SUCCESS STORY

The cantons of Zug and Schwyz process hundreds of naturalization applications every year. Since the introduction of the Citizenship Administration process solution based on Axon Ivy, the naturalization process in both cantons is now both automated and digital. This significantly simplifies work and optimizes processes.

The naturalization process takes place on several levels, with different responsibilities in force across the cantons: As a first step, the municipality that has received the application for naturalization checks the applicable municipal citizenship rights and creates a dossier for it.

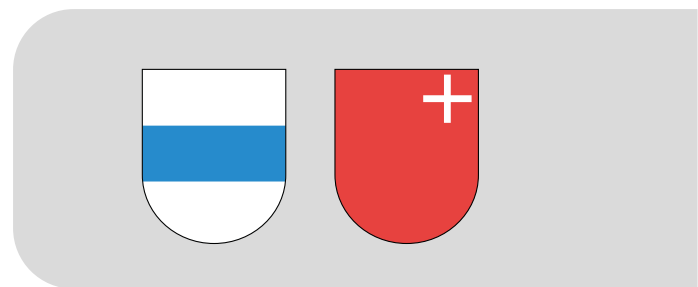
The newly opened dossier is then forwarded on to the canton, which then draws up numerous documents and certificates during the course of the process and cooperates with various internal and external offices in handling the application.

Looking back at Excel spreadsheets, Word templates and index cards

Before switching to a software-based solution, the naturalization process was extremely time consuming and largely carried out manually using Excel spreadsheets or Word and e-mail templates, for example. Before the solution was introduced, there was even an index card system in use for the dossiers in the canton of Zug. The long processing times of five to ten years further complicated the manual process.

“We are very satisfied with the Axon Ivy automation platform and the resulting solution has become an integral part of our work.”

Albert Steger, Civil Inspector, Schwyz canton



The cantons of Zug and Schwyz are located in the heart of Switzerland. Thanks to low taxes on holding and domiciliary companies, the canton of Zug is both an attractive place to live and a successful economic area. The canton of Schwyz has a highly qualified workforce and a moderate tax burden, which means it offers significant advantages as a location for companies.

Project goals

- Automated naturalization process
- Minimization of workload and quality assurance
- Standardized document generation, analyses and reports

“The software remembers everything”

For Albert Steger, Civil Inspector in the canton of Schwyz, and his team, the goal was clear from the outset: “We wanted to minimize the administrative workload while also finding a timely solution.” It was also important for both cantons to have solid arguments for decision-making in discussions with policy makers based on statistics and analyses. When automating the processes, it was therefore important not only to simplify work, but also to ensure quality and seamless logging of the work steps carried out.

Axon Ivy as an optimum and timely solution

The solution replaces the manual administrative process previously used in both cantons. This makes it possible to carry out the procedures in a standardized manner. The solution in Schwyz was modeled on the canton of Zug, where it has been in use for some time. Albert Steger, who previously managed the solution in Zug, brought it with him when he moved to the canton of Schwyz: “Because of my positive experiences, it goes without saying that I also wanted to work with this established solution at my new workplace.”

The considerable reduction in workload seen in the canton of Schwyz is clear for all to see: The system automatically carries out various steps – such as automatically generated, standardized correspondence – as part of the pre-entry process at municipal level and for the further processing of the dossier in the canton.

Communication with the federal government regarding the solution is also ongoing. “The greatest added value can be found in the efficient preparation of the application for the Cantonal Council. This used to involve a lot of manual work,” recalls Albert Steger. The application, which contains 100 to 150 naturalization applications and is 60 to 70 pages long, is now generated by the system at the push of a button. The creation of the citizenship certificate as the final step in the naturalization process is also automated.

Thanks to the flexibility of Axon Ivy, adaptations to the system and ongoing processes are possible at any time. Bearing in mind the long processing times involved, this becomes necessary in the event of regulatory changes under new laws or ordinances, for example.

A faster overview of the process

First and foremost, the two cantons see the significant reduction in workload achieved as a result of process automation as offering concrete added value. In addition, it is now easy to see the status of individual processes.

“Thanks to the Axon Ivy process solution, it is always clear where we currently stand in the naturalization process,” says Markus Stoll, Civil Inspector in the canton of Zug.

However, the benefits of the workflow-based application are also apparent to the outside world: “We particularly appreciate the central collection of all data, the associated transparency, the standardized generation of forms, documents and letters, plus the evaluations and reports for policy makers,” says the civil inspector, detailing the benefits offered by the solution. He goes on to say: “The solution is also highly compatible with other interfaces, which makes it possible to integrate information from registration offices and the civil registry office into the process without any media discontinuities.”

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A model for the future in all cantons

The achievements seen can now be implemented as a model for the naturalization process across all cantons. “Thanks to the modeling capability of the software, it can be put to good use anywhere – even in other cantons. All the more so since the naturalization process takes place on several different levels in all cantons,” summarizes Albert Steger.

The canton of Zug also sees further exciting automation potential for the future. “In an ideal world, the federal government and municipalities would all work in the same workflow,” says Markus Stoll. Albert Steger also sees further possibilities for the future. Further steps are already being planned: “We are very satisfied with the Axon Ivy automation platform and the resulting solution has become an integral part of our work.”

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