



## The Public Employment Service of Austria



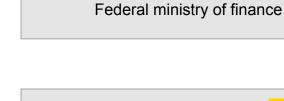
- the leading service provider to the Austrian employment market
- about 4500 employees
- central head quarter,
   9 organisations in the provinces and
   97 regional offices in Austria
- unemployment rate (EUROSTAT) 4,3%
- about 438.000 job placements (2003)
- about 298.000 job offerings with AMS (2003)





### Organisation of AMS











Federal Organisation

Executive board (2 directors)

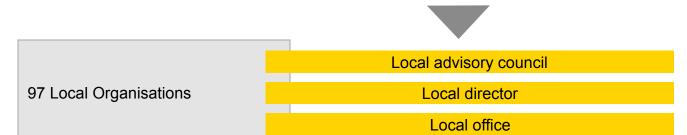
Federal administrative office



9 Regional Organisations Regional director

Regional office

Regional directorate





## One stop shop – the daily business



#### Local office-Three areas concept

immediate placement

security of subsistence



**SIEMENS** 

May 2004

Career Information

Center

· active support in

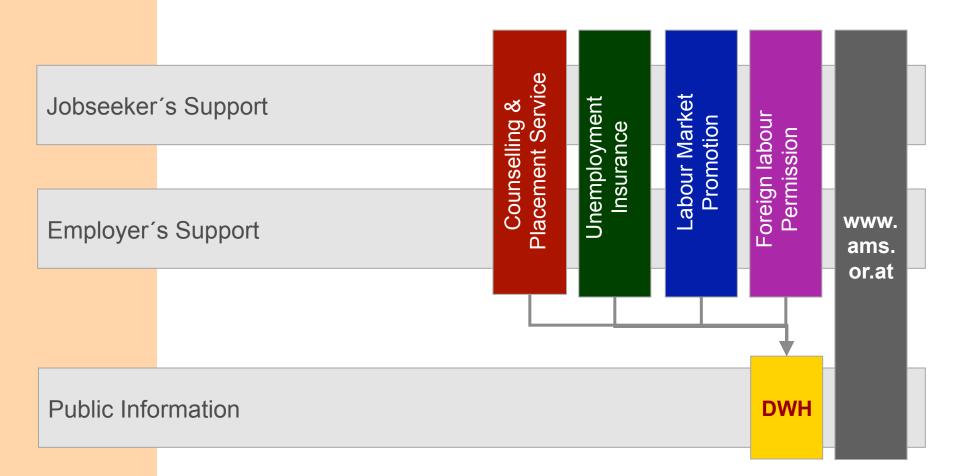
employment promotion

job search



### AMS – Processes are IT supportet







#### The future of AMS







#### processoriented

- transition to a process oriented organisation in all levels
- harmonising data flow through comprehensive workflows
- establishment of services for companies and build (key) account management

#### self-service

- projected development of self services
- multi channel strategy
   (Internet, Call Center,..)
- development of eServices
- cross linking all matters with web-based services (first priority in itdevelopment)

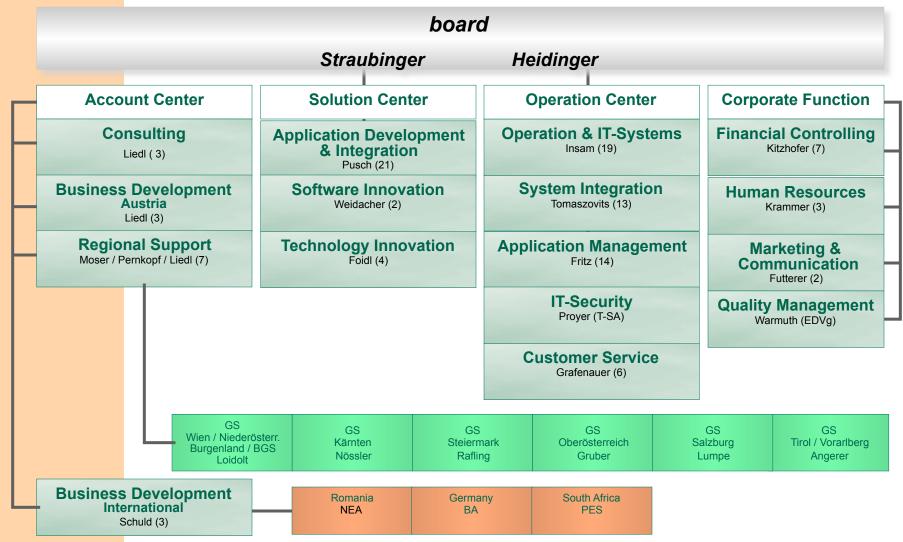
#### MIS

- start process oriented
   DWH
- centralisation of data
- install a system of management performance figures for IT



## structure and organisation of amsbg

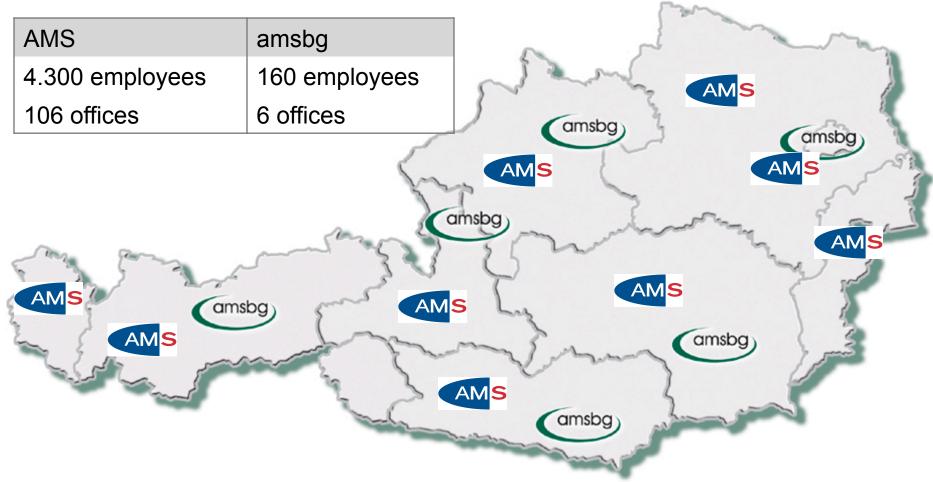






## local partnership to the customer is a factor for success



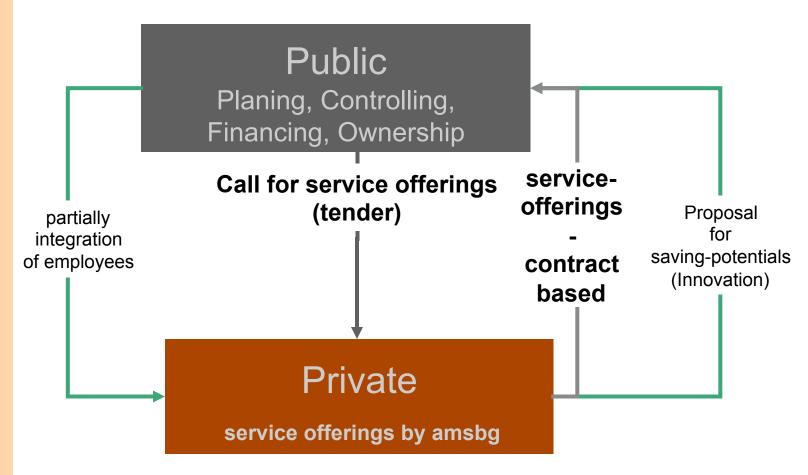




#### a special PPP-Model



expansion
of a classic
outsourcingcontract about
components of
a PPP-Model

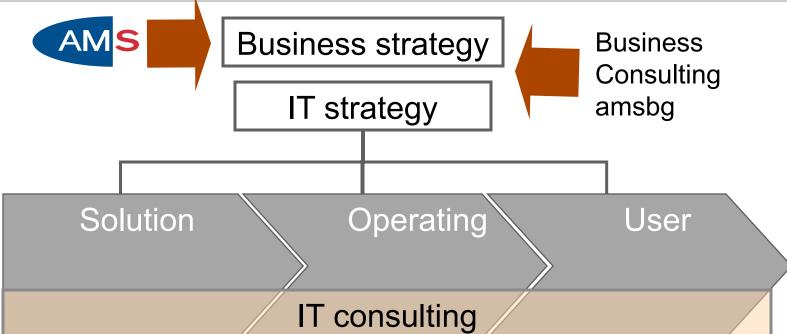




## Strategic partnership



The IT-Strategy
follows the
business
strategy of AMS
and support as
best as
possible



Development Releasemanagement EAI eServices Acquisition and Business management for data center, ASP and networks

Help Desk Training Services



### Scope of services



### Operating

IT & Solution Consulting

**Project Management** 

Application Development Services

**Business Solutions & Products** 

Systems Integration

**Operation Related Services** 

**Product Related Services** 

**Customer Training** 

Help Desk

User

Solution





Professional,
need specific
IT outsourcing
enables
unrestricted
focus and
concentration
on core business

- Strategy
- Service
- Expenses
- Staff

#### for:

- lower unemployment rate
- shorter period spent
- faster jobplacing
- satisfied AMS customer





#### **Strategy**

- Focus on core business
- Flatable costs
- Risk transfer to service enterprise
- Flexible reaction to modified requirements
- Regular availability of state of the art-technology
- Effects of acceleration and efficiency increase by goal-oriented tasks and splitted functions





#### **Service**

- Fast availablity of professional services
- Customer oriented services
- Implementation of IT projects without internal restrictions
- Assured SLA for top level availability and security





#### **Expenses**

- Definite cost reduction
- Saving potentials in IT operating

#### Personal

- No problem to hire staff
- Solved qualification problems
- Management discharge



# ... made possible by the strong partner amsbg



amsbg
has proved
its
achievement
potential

- ... responsibilities for projects since more than 10 years
- ... local closeness by branch offices in provincies
- ... reemployment of former AMS employees
- ... exclusive focus on AMS projects
- ... innovation owner with long lasting experience
- unique branch know-how in connection between IT and
   job-market
- ... developing relations with leading Public
   Employment Service Organisations in Europe