

## City Portal [www.hagen.de](http://www.hagen.de) Hagen Streamlines Website and City Portal with FirstSpirit™ and SAP NetWeaver

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Jörg Stöckmann



### Project highlights

- Seamless integration with the SAP NetWeaver portal
- Standardized CMS for website, intranet, e-government portal, and newsletter distribution
- Simple to use: content can be easily managed with no SAP expertise
- Rapid project implementation: completed in just five months
- Unified user role administration and navigation for portal and CMS
- Minimal training required before achieving optimal user experience (“joy of use”)



## The project: Interactive service portal

With more than a million visitor accesses per year, the city portal [www.hagen.de](http://www.hagen.de) is a heavily used address. With information for both citizens and such registered users as police, tax office, and notary officials, and with an intranet for city employees to boot - the unified city portal has been implemented by the city of Hagen to provide all of these different web services. From a technical standpoint, the site is based on the content management system FirstSpirit™ and SAP NetWeaver. By combining the more than 60 different sites for the individual municipal offices and integrating an e-government portal with the central city portal, the city has streamlined its web image and all of the site's background processes in a single stroke.

“The CMS should do all of the following: integrate seamlessly with the existing SAP portal, offer a comprehensive role- and authorization structure, feature robust search functions, and enable simple navigation. So in the end, the decision was easy: there was no alternative to FirstSpirit™ that was capable of meeting our needs.”

Jörg Stöckmann



## Agility between portal and web

After a brief implementation phase of just five months, the new intranet, having been converted to FirstSpirit™, went online with around 100 pages, followed by around 2,400 websites on the city portal. As an integration platform, FirstSpirit™ manages portal content and CMS content while maintaining a consistent visual appearance. Information that is more or less “static” (e.g. location or hours of business for the offices) is converted to HTML pages in the CMS and does not interfere with the performance of the portal.

Visitors do not enter the actual SAP portal until they access the online forms, but the transition is smooth and thus virtually imperceptible as there is no change in page layout. “Before the conversion, we had difficulty at times in navigating through the Internet and portal. But with FirstSpirit™ we’ve been able to find an elegant solution to the problem and we’re now offering our visitors state-of-the-art user-friendliness,” explains Jörg Stöckmann, director of e-government and multi-media for the City of Hagen.

# FirstSpirit™



Employees in the city administration and the group of registered external users both have access to content in the SAP portal according to their authorization level. This way, for example, fire and police department members, land surveyors, notaries, and council members can access relevant information - whether it's from the population register or the land survey register - at any hour of the day. Here authorizations can be individually assigned for each user group. Thus content pages in the portal are protected from unauthorized access with portal roles.

**“Implementing FirstSpirit™ has improved our work in many respects. This is true both for the technical background and for managing content, which has been made genuinely intuitive. The fact that no additional training is required for each new project saves us time and money. And that helps motivate our employees to collaborate on their city portal.”**

Jörg Stöckmann

## Simple administration without portal know-how

Thanks to the seamless integration of the CMS, the process of maintenance of editing content - whether it's on the portal or on the web - is no longer a hindrance. Since city workers are working on an intuitively designed FirstSpirit™ interface, no specific SAP training is required. The CMS supports role administration and user rights in NetWeaver in the background. This avoids redundant data management and additional authorization management. For this reason, FirstSpirit™ supports a single sign-on for the SAP portal. The streamlined navigation structure in FirstSpirit™ and NetWeaver, along with the fully integrated content search feature, have greatly improved editing processes.

After the successful conversion of the website, the city will also implement a module which will be used to create and send out newsletters directly from FirstSpirit. Users can directly select topics to suit their areas of interest - whether it's news from the city library, or important developments in culture, tourism, and the economy. Here content does not have to be created from scratch, but instead can be generated using existing content.



### **The result: More convenience for employees and citizens**

“The CMS is an enormous help to our employees”, says Stöckmann. The system is intuitive to use, which means that now a half-hour introduction is all we need to start working efficiently. Over 150 employees in specialized departments now act as editors in performing content work with FirstSpirit™, while two experts in IT handle technical support for the portal and assist with the content management system. They also use FirstSpirit™ and role assignments to ensure compliance with legal requirements. This way Hagen can be on the safe side, including in matters of compliance.

Even aside from the boon to the city’s image that’s come with the new site, citizens enjoy great benefits just from the conversion alone. Hagen offers them a sophisticated city portal that provides up-to-date information and might just help them avoid an unnecessary trip or two to a city office.



**Jörg Stöckmann**  
City of Hagen



### **About e-Spirit**

#### **Quality comes from enthusiasm**

e-Spirit is the developer of FirstSpirit™, the content management system for companies with sophisticated project requirements. The well positioned global firm boasts a large customer base of elite product users.

Founded in 1999 by former members of Fraunhofer ISST with the IT service provider adesso, e-Spirit offers first-rate product development and expertise in implementation.

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