



## INDUSTRY

Government

## GEOGRAPHY

EMEA

## CHALLENGES

To help improve the safety and sustainability of transport, infrastructure, the environment, and housing across the Netherlands, the Human Environment and Transport Inspectorate (ILT) aimed to make it easier for customers to submit permit applications, and faster for its employees to process them.

## SOLUTION

- Amplify API Management Platform
- Axway B2Bi
- Axway Syncplicity

## RESULTS

- Drives up back-office efficiency
- 50% faster access to regulatory data
- 70% boost in data quality

## CUSTOMER CASE STUDY

# ILT streamlines the delivery of vital government services

## Enhancing the customer experience with automated digital workflows

In the Netherlands, the Human Environment and Transport Inspectorate (Dutch: De Inspectie Leefomgeving en Transport, ILT) works to improve the safety and sustainability of transport, infrastructure, the environment, and housing. As well as a 500-person back-office team to review and issue permits to business customers, the organization has a 900-strong field team to perform routine compliance inspections across the country. Ben Zwartveld, Enterprise Architect at ILT, explains, "Each year, we process around 100,000 permit applications, submitted by customers of all sizes: from small businesses to the Netherlands' largest airport."

### Keeping businesses moving

In the past, customers would submit permit applications via a web portal. Some applications require substantial amounts of supporting documentation, totaling several gigabytes of files per customer. "We used to rely on legacy web browser technologies to allow customers to upload large files, which began to cause challenges," continues Zwartveld. "As these technologies fell out of support, large transfers would frequently time out before completion on modern web browsers — introducing delays for our customers and additional work for our customer support teams.

"We were confident that modernizing, integrating, and automating our workflows would deliver significant benefits for our customers and internal stakeholders. To help us achieve our goals, we looked for an expert partner to support our digital transformation."

### Targeting digital innovation

Reflecting its positive experience with Axway on an earlier data intra-governmental data integration project based on B2Bi and Amplify API Management Platform, ILT engaged the company on its new transformation effort.

To help streamline the permit application process, ILT decided to augment its existing Axway integration platform with Syncplicity — a cloud-based content collaboration solution that combines seamless user experiences with watertight security. Working with Axway, ILT integrated the solution with its web portal via Syncplicity APIs. After customers upload their files via Syncplicity, an automated data integration in B2Bi sends the files to ILT's document management system, where employees begin the review and approval process.

"We have around 300 different permits, each of which requires its own forms and supporting documents," says Zwartveld. "We are now building digital workflows for each permit application, which will ultimately deliver a frictionless end-to-end journey for our customers."

In parallel, ILT is harnessing B2Bi and Amplify to unlock additional efficiencies. For example, the organization plans to use APIs to automatically publish details of approved permits to the web, and is developing a mobile app for its 900 inspectors in the field.

## Lifting service quality

ILT is confident that its new capabilities will help its personnel to focus on delivering responsive, high-quality services to all stakeholders.

"By helping our customers to upload the correct documents on the first attempt and giving our back-office teams faster access to regulatory data, we will be able to cut out large amounts of manual work," explains Zwartveld. "In fact, we estimate that the new digital processes — powered by Axway solutions — will help enhance back-office efficiency, contributing to faster turnaround times for permit applications."

With trials of its new mobile app under way for ILT's rail and ship inspectors, the organization is already gaining positive feedback from its business users.

"Our mobile app is particularly useful for our inspectors working on board ships, where mobile internet connectivity can be intermittent," says Zwartveld. "By using Axway APIs to download data on a vessel's equipment certificates before the inspection, our personnel can immediately verify the compliance status of each asset once on board using the mobile app. When we roll the mobile app out to our entire field team, we predict that we will drive a 70 percent increase in data quality and halve the time they spend looking up regulatory data."

Looking to the future, ILT is exploring ways to deepen its collaboration with other public and private stakeholders across the Netherlands.

"Going forward, we're very interested in using API Portal to make our APIs available to authorized communities of developers," concludes Zwartveld. "Secure data-sharing is vital for ILT to carry out its regulatory duties effectively — and thanks to our work with Axway, we're making it faster and easier to serve our stakeholders across the Netherlands."

**Learn more about secure data-sharing from Axway** →

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Ben Zwartveld,  
Enterprise Architect, ILT

When new regulations required tighter digital integration between ILT and other government bodies, the organization engaged Axway to help. Zwartveld says: "Axway offered a mature solution with out-of-the-box support for Digikoppeling, a set of ebMS messaging standards mandated by the Dutch government."