



# One stop shop for companies

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**Slovenia**



## EUROPE AND NORTH AMERICA Winner

**Slovenia** One Stop Shop for Companies (e-VEM), Ministry of Public Administration



# Company start-up before One stop shop

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- Slow
  - Complicated
  - Non friendly
  - Not accessible
- =
- Several contacts
  - User dissatisfaction



# Company start-up after One stop shop

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- Fast
- Simple
- Friendly
- Accessible
- Transparent

=

- “One stop shop”
- User satisfaction



# One stop shop project goals

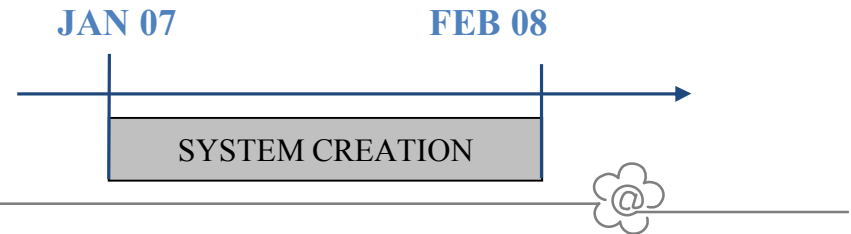


- Enable **fast** (in 4 days), **simple** and **free of charge** registration of a company
- Perform **all other obligatory procedures** for start up at one stop shop contact point or online
- Support other - **most frequent** - services for businesses at one stop shop contact point or online

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# Facts about the project



- January 2007 – February 2008
- Human resources used:
  - 36 man/years
  - 15 institutions involved
  - 18 lecturers
- Budget:
  - 2.140.000 EURO for development of the system and 2 year maintenance
  - 260.000 EURO for training
  - 1.000.000 EURO for adjustment of subsystems

**Total: 3.400.000 EURO** (MPA: 2.400.000 EURO, 85% ESF)

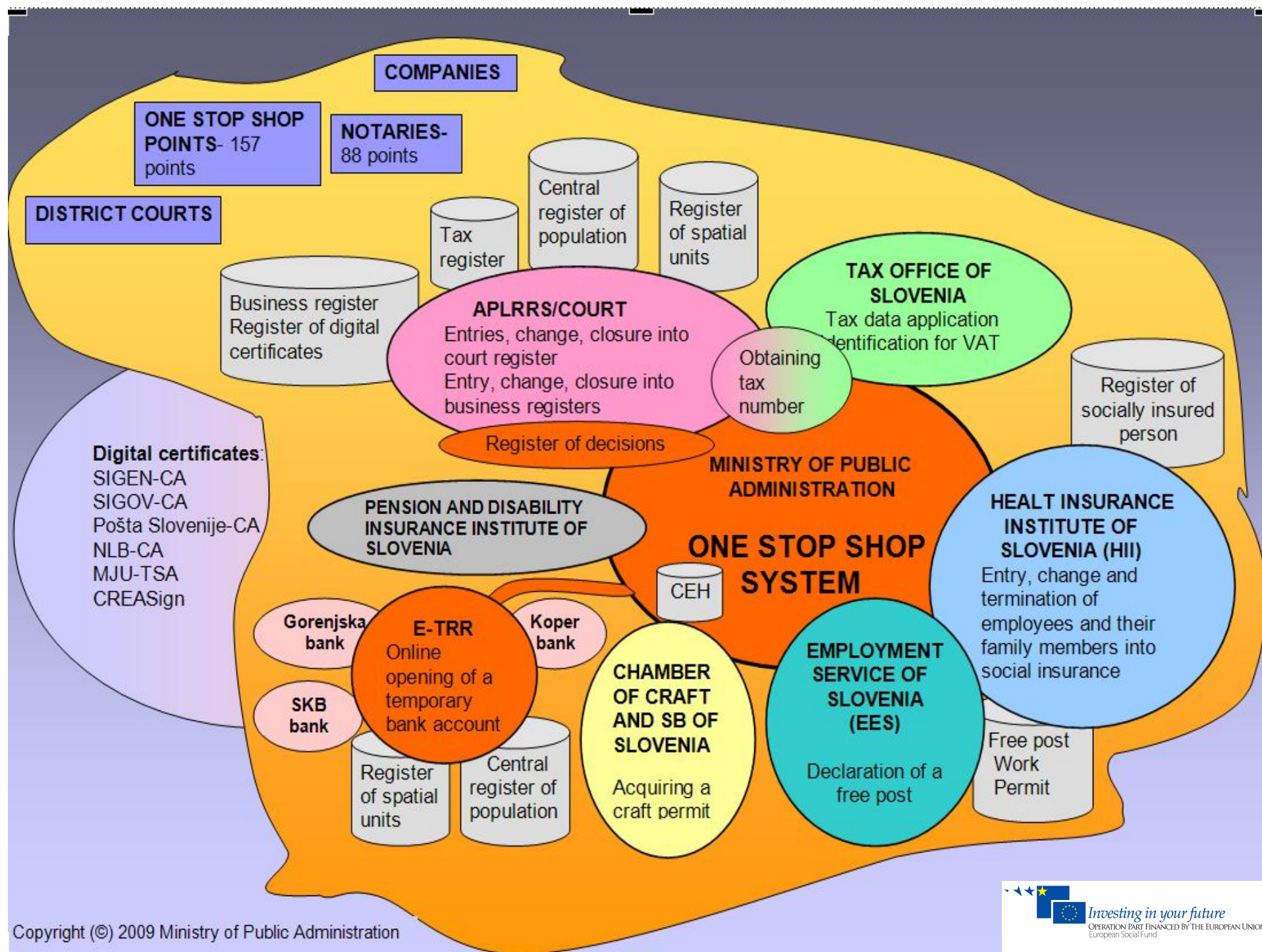


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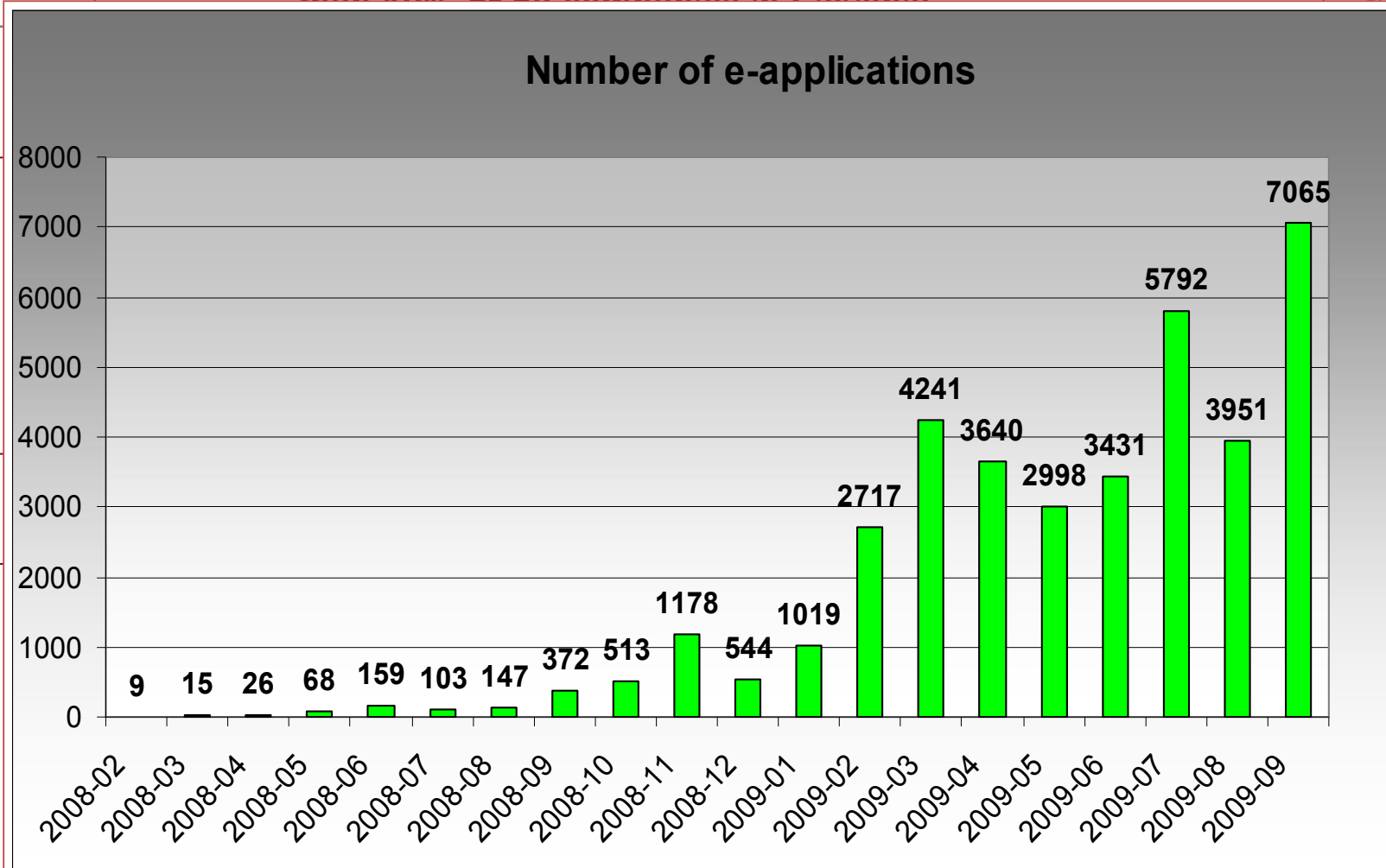
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- **20 % more registered** companies in average per month
- 6.837 new existing companies since February 2008- more than 10% of all companies in Croatia



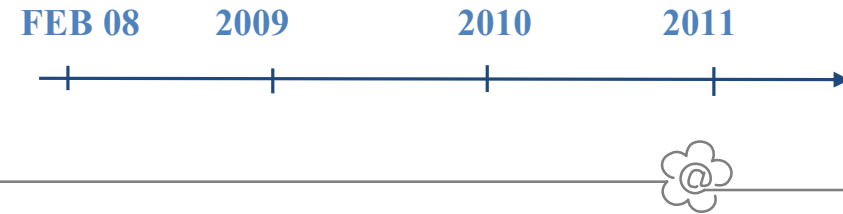
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## ONLINE SUBMISSION OF APPLICATIONS

OF PUBLIC ADMINISTRATION



# Continuous improvement



## Opportunities

- Increased use of online services
- Higher level of services
- Full introduction of usage of services into public administration

**BRINGING SERVICES TO USERS  
SIMPLE AND EASY TO USE SERVICES  
TRAINING**



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# Portal renovation

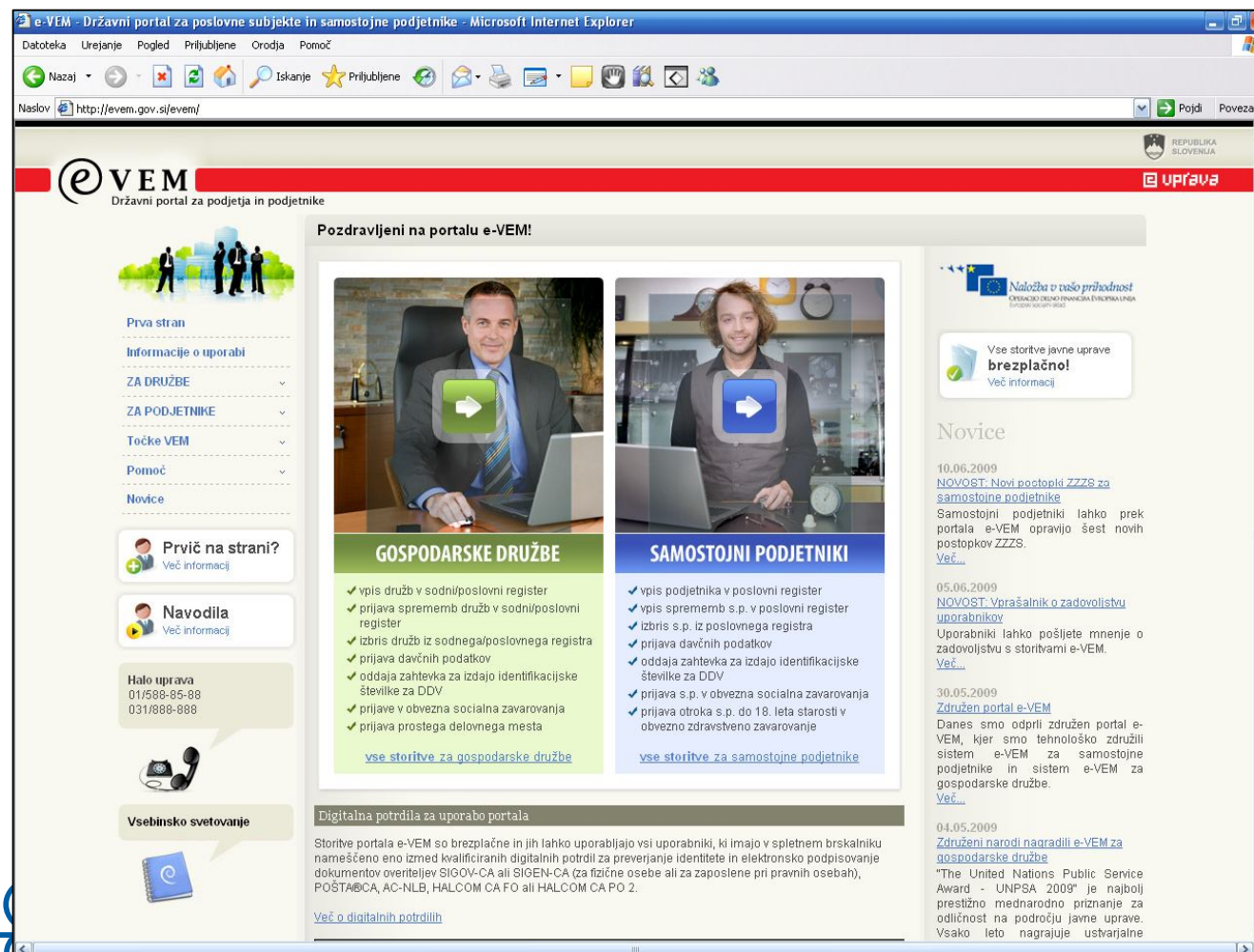
FEB 08

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RENOVATION

## Slogan: Never so close!



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European Social Fund



FEB 08

MAR 09

MAR 10

PROMOTION

TV

DVD

BUSES

LEAFLETS

PAPER MEDIA

BILLBOARD

MARKING PANEL



AVE

etja in podjetnike

PROMOTION



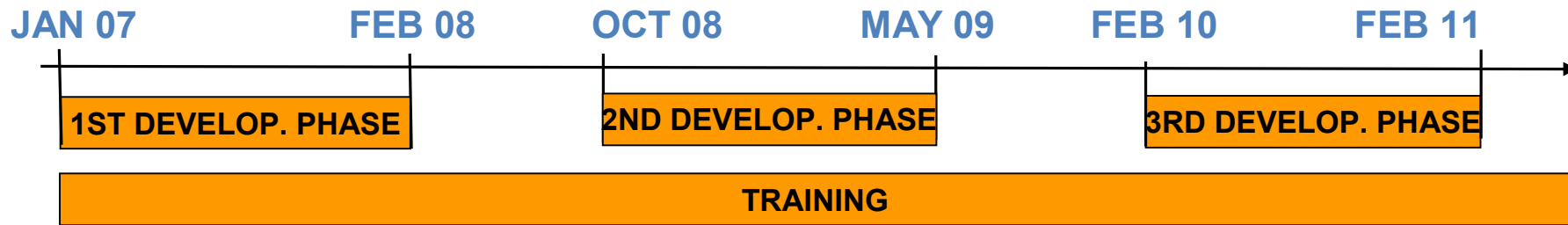
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# Constant development and training



## Development:

- Services that will lead to obligatory e-submission of applications for social insurance for public administration and businesses
- Services for civil servants

## Training of:

- Civil servants at One stop shop contact points
- Employees at Governmental Call center
- Employees offering substantive information



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# Key success factor

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- Active role of all stakeholders – good motivation of team members
- Cooperation, good communication among institutions - technical and legal experts
- Financial means - structural funds
- Experienced contractors and civil servants
- Independent holder of the project
- Management support of all involved institutions
- Political support



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**Thank you for your attention!**

