

Rhein-Kreis Neuss  
offers an intuitive  
citizen-guide system  
to increase administration  
efficiency and citizen  
satisfaction.



Rheinkreis Neuss and friendlyway cooperate closely to achieve a substantial contribution to the improvement of public administration for the citizen.

*“This modern and efficient system enables us better and more customer friendly as before – to provide our citizens with an improved service and support while they search for the right contact person in our local government.”*

Hans Jürgen Petrauschke, District Administrator Rheinkreis Neuss

Rheinkreis Neuss – one of the biggest administrative organizations and municipalities in Germany/ North Rhine-Westphalia – has introduced an electronic citizen administration navigation system. The new system provides a welcome greeting by the District Administrator and then the advice seeking citizen can find their desired organizational unit both “by clicking” and with the help of a simple information panel.



*“We are pleased that we developed a system which offers a completely new process of the citizen-administration-communication together with the innovative Rheinkreis Neuss. With this, Neuss is a pioneer for the citizen friendly information-system of the future.”*

K.J. Veigel, President friendlyway AG

The new system leads the citizen seeking advice via a menu (search items are e.g. “services”, “office or department”, “persons” and “citizen service Center”), and shows him the department as well as the appropriate contact person, the building or room and the telephone number. If required the citizen can get in touch with a consultant directly via an integrated telephone system.

The system is based on the friendlyway system technology of high-quality design monitors and the friendlyway citizen Information system. The information-system falls back on the data bank of the administration and is thereby up-to-date respective contact persons and localities within the administration.

- simple, intuitive search system
- direct telephone connection to the sought-after department
- up-to-date due to already existing data bank connection
- Higher efficiency by faultless search system
- redundancy of a qualified person available for other activities
- significantly increase in citizen’s satisfaction