PRODYNA

# Success Story EKvW: Successful start into the digital age

# The EKvW uses new technological possibilities to exploit the human resources available to it wherever they are truly needed. The leap into the digital age has been made.

### The customer

The Evangelical Church of Westphalia (EKvW) is one of 20 Landeskirchen of the Protestant Church in Germany, has about 21,000 employees and consists of 28 parishes with a total of 501 parishes. In addition to the permanent employees, there is a very large number of volunteers who actively support the Protestant Church.

### The challenge

In particular, due to demographic and organizational changes, such as the significant decline in church tax revenue and pastoral positions, project work and honorary work in the Westphalian state church will continue to gain more importance in the future. The aim of the project was to support all project members - irrespective of whether they are permanent employees or volunteers - in communication and collaboration by using standardised means. In this way, administrative and organisational workflows are structured with modern IT systems and there is free space for the essential tasks of the Church.

### The solution

Special attention was paid to various special circumstances during the solution. Caused by the different levels of the church and volunteer work, there was no unified mail system and no software or hardware that could be used. The cooperation of volunteers, some of whom were unknown, meant that no central user register was available. Furthermore, the target users had an average age of over 50 years and could not be considered digital natives. The last peculiarity was the necessity to fully represent the internal church structures. This was a requirement that required a very high degree of flexibility in the target system.

In order to considerably improve communication and collaboration possibilities within the EKvW, PRODYNA made a new portal „Church in Westphalia intern" (KiWi) based on the Liferay Enterprise Portal Server available to the permanent and honorary employees of the EKvW.

A portal approach was chosen to solve the problem with non-uniform target systems - the end user does not have to do anything himself and requires only a web browser to use all portal features. Central troubleshooting and conceivable difficulties with the integration of new features were solved just as elegantly. A Liferay Portal contains a complete user administration as a standard feature. This could be used to manage all portal users regardless of their employment. Liferay also comes with many other features such as chat, messaging, wikis, forums and blogs. These features together with the overall look and feel of the portal have been adapted to the needs of the target audience. The clear structuring of all information within the portal as well as a simple and easy to follow operation were in the foreground.

### The results

The KiWi portal facilitates and simplifies the cooperation of all employees and volunteers within the EKvW. All applications can work together on documents, make appointments and manage resources. Each user has his or her own profile with an address book and calendar, which can be shared with contacts. Every user can create project or interest groups and invite others to join them. Other features that distinguish the KiWi portal include the possibility to contact individual persons or all persons in a function or department, to chat with acquaintances or to use the wiki to learn new things or to share information with others. A forum serves as a support channel in which employees can help each other.

The portal has been in use at EKvW since the end of 2014 and has about 3300 users and 800 groups. Thus, the EKvW has seen the leap into the digital age and uses new technological possibilities to use the available human resources where they are really needed.

> Customer: Evangelical Church of Westphalia (EKvW)
> Service Provider: PRODYNA AG
> Product: Liferay Portal Enterprise Edition 6.2