



Image title: Digital access to official channels and e-government with alfaview

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Digital access to official channels and e-government easily implemented

Digital transformation is one of the greatest challenges Germany is currently facing. While other European countries have already largely digitized communication with their citizens in the public sector, Germany is still struggling with virtual official channels: In an international comparison, Germany ranks only 18th out of the 27 EU countries in the e-government sector.

Cities and municipalities often complain about a lack of participation of their citizens. With digital e-government services, public institutions could take a big step toward reaching out to the people. People could access official channels digitally, submit applications online, and attend office hours via videoconference. The advantages are evident: Flexibility, saving time and being accessible to the citizens.

Politicians can reach their voters and other interested parties flexibly and at low cost during digital consultation hours. Even though politicians often schedule their office hours in the evening, many people are so busy at work or at home that they cannot find the time to go to an event outside their homes in the evening. However, if politicians hold their consultations via video conference, people can participate flexibly from home, ask their questions directly or submit them in advance by e-mail or via the relevant social media channels. The consultation sessions can also be recorded and published afterwards on the official website or on YouTube, which in turn facilitates access to information for people who were unable to attend.

Administrative procedures can be simplified as well by offering appointments via videoconference in addition to on-site appointments, or by enabling applications and the like to be completed independently online. This increases flexibility for citizens and reduces the workload of the authority's employees. Online procedures allow citizens to use electronic means around the clock for administrative procedures and contacts with public authorities, and to complete them quickly.

alfaview goes one step further with its [room-based video communication platform](#). Public authorities that use alfaview and have set up their organizational structure there with virtual rooms can conveniently conduct online meetings via videoconference and, in the case of more complex matters involving several departments, send citizens on to the waiting room of the relevant department at the touch of a button. A staff member can then bring in the people waiting one by one, no queuing necessary.

Digital consultation sessions and virtual office hours make it easier for citizens to get or stay in touch with politicians, public authorities and other public institutions, and should therefore be used. There is no need to compromise when choosing a suitable software, as powerful video communication platforms made in Germany are available that comply with data protection regulations.