

Planning and Managing the Implementation of One Stop Shops

One Stop Shop

One is in charge
until everything is processed.

We knew the challenge.

How to achieve it, was the question.

- **Working together to get the job done.**
- **Get away from a small-scale territorial thinking.**

**Copy the system of the Startercenter NRW
to get an One Stop Shop.**

Major Points

- **Startercenter as a physical One Stop Shop**
- **The digital Startercenter for business registration**

Public authorities

- **German Association of Cities**
- **Municipal Associations**
- **Ministry of Economic Affairs of the Federal State of North-Rhine Westphalia**
- **Chamber of Industry and Commerce**
- **Chamber of Crafts**

Troubleshooting

- **Regularly meetings to become acquainted with the project members**
- **Generating a surrounding of confidence**
- **Transparency and truth**
- **Keep the promises made**

Pilots

- **Where is the right location for the scheduled One Stop Shop?**
- **Are the employees willing to cooperate?**
- **Is there an authority who still does not accept the rules?**

Reporting System and a Feedback Loop

A heart-stopping decision to quit the customers involvement?

Promotion before the pilots get started.

We started and nothing happened!

Would we do better, if we could go back in time?

Where do we stand today?

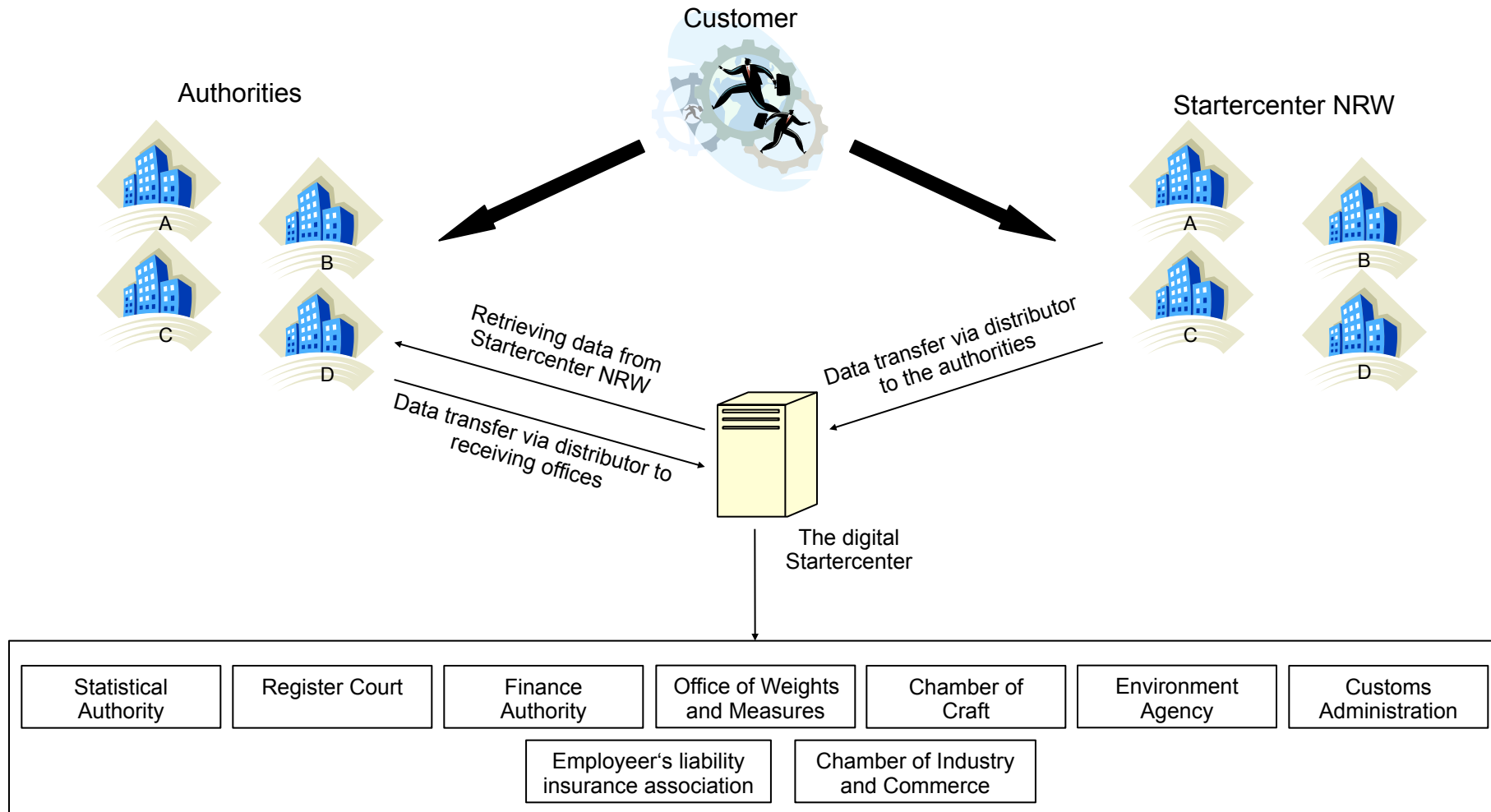
The digital Startercenter for Business Registration

The benefit of an unified entrepreneurship process

- **Saving of costs and time**
- **Broad consulting**
- **Transparency**
- **Improved Data Quality**
- **Efficiency interfaces between authorities**
- **Improved Communication and Cooperation**

The Server for Online Forms

- **Entrepreneur has to fill out only one Form**
- **Automatic generation of authority forms**
- **Advantage: singular data record**



The Server for Online Forms

- **Use of OSCI as an unified Standard for Data Transport**
- **Agreement of the Data Standard Format DatML/Raw**

Where do we stand today?

- **The processes are finished**
- **Pilots have been set up**

Thank you for your attention.

Contact

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