

Digital Public Services Switzerland is a
joint project of the Confederation and the cantons

Easing the burden on SMEs with eGovernment

eGovernment in Hungary and the DACH region – Swisscham
Hungary, 1 June 2021

Digitalisation of SMEs in Switzerland: key factors

- SMEs account for 95% of Switzerland's economic landscape
- Digital data use affects business models
- Production on fully automated systems and machines
- Client relationships change as a result of digitalisation

Association support for the digitalisation of SMEs

- **digitalswitzerland** (initiative launched in 2015, includes private and public organisations; merged with ICTSwitzerland)
- **economiesuisse** (umbrella organisation that links political circles, businesses and society)
- **Swissmem/Industrie 2025** (umbrella organisation that promotes digitalisation and industry 4.0)
- **GastroSuisse** (employers' association that supports restaurateurs and hoteliers)
- **SwissBanking** (banks' interests in the economy, in politics and vis-à-vis the government)
- **FMH** (trade association of Swiss doctors, applies measures for the implementation of e-health)
- **SwissICT** (organisation that promotes the development of companies in the area of information technology, technology and communication)

Federal and cantonal support for the digitalisation of SMEs

- **Federal SME policy**

The Swiss authorities provide SMEs with online services that enable them to handle their administrative affairs more efficiently.

- **Business promotion by the cantons**

Each canton has a business promotion contact point. Some offer financial aid for technological innovations, especially in the area of digitalisation.

- **eGovernment Switzerland (Confederation, cantons and communes)**

Projects such as EasyGov.swiss, eVAT, etc.

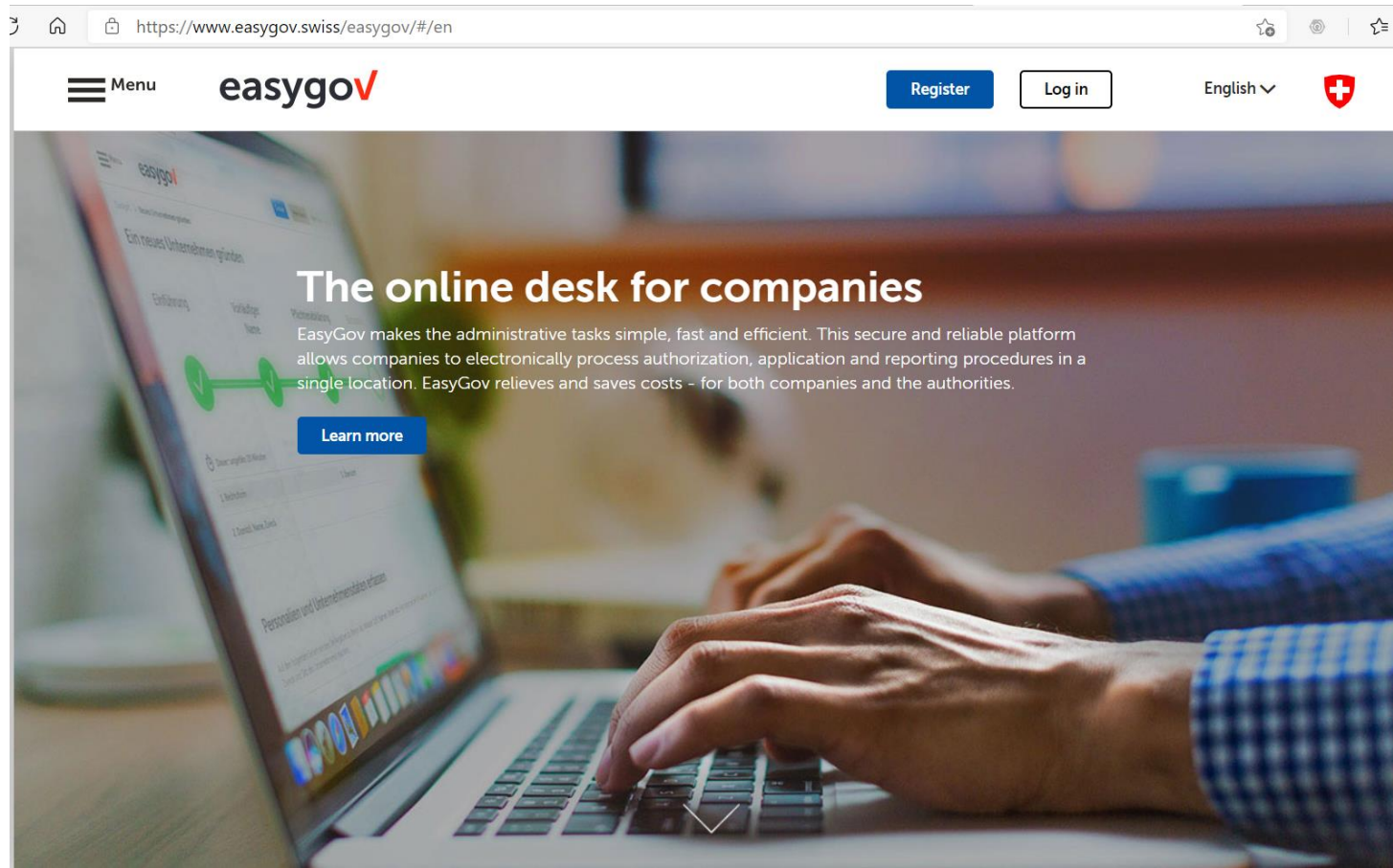
Examples of successfully completed eGovernment projects

- **e-bill**, secure system for settling invoices online
- **e-dec web**, electronic system for making customs declarations
- **e-trademark**, platform for registering a trademark online
- **simap.ch**, portal where all of Swiss authorities' public tenders can be found
- **SME portal**, information website for entrepreneurs in Switzerland
- And many more (e.g. cantonal tax offices)

PPP project: uniform payroll reporting procedure (ELM): swissdec

- The **uniform payroll reporting procedure (ELM) software** developed and certified by swissdec regulates and organises the transmission of payroll data from companies to social insurance schemes and authorities
- By using a swissdec-certified payroll accounting system, the administrative burden on companies is reduced significantly, as they only have to report their payroll data to all recipients once
- 21.5 million personal data sets transmitted via ELM (May 2020 to April 2021)
- In operation since 2009

National business portal EasyGov.swiss



- Platform to electronically process authorization, application and reporting procedures in a single location.
- Multilingual offering (English, French, German and Italian)

Starting point: numerous administrative portals

~ 90 federal offices

26 cantons

~ 2,200 communes



EasyGov background: history

Dispatch on the Confederation's location promotion for 2016 to 2019

- eGovernment for the benefit of SMEs
- Replacement of the StartBiz start-up portal with a one-stop shop for companies which can include various dealings with the authorities at federal, cantonal and communal level



EasyGov objectives

Objectives

- A central meta-portal for companies for all dealings with the authorities
- Covers a company's entire life cycle: from incorporation, through operation, to liquidation
- Independent of the federal level and of the individual authority

Implementation objective of eGovernment Switzerland

- Integration of the most frequently requested electronic government services for the business community by the end of 2023



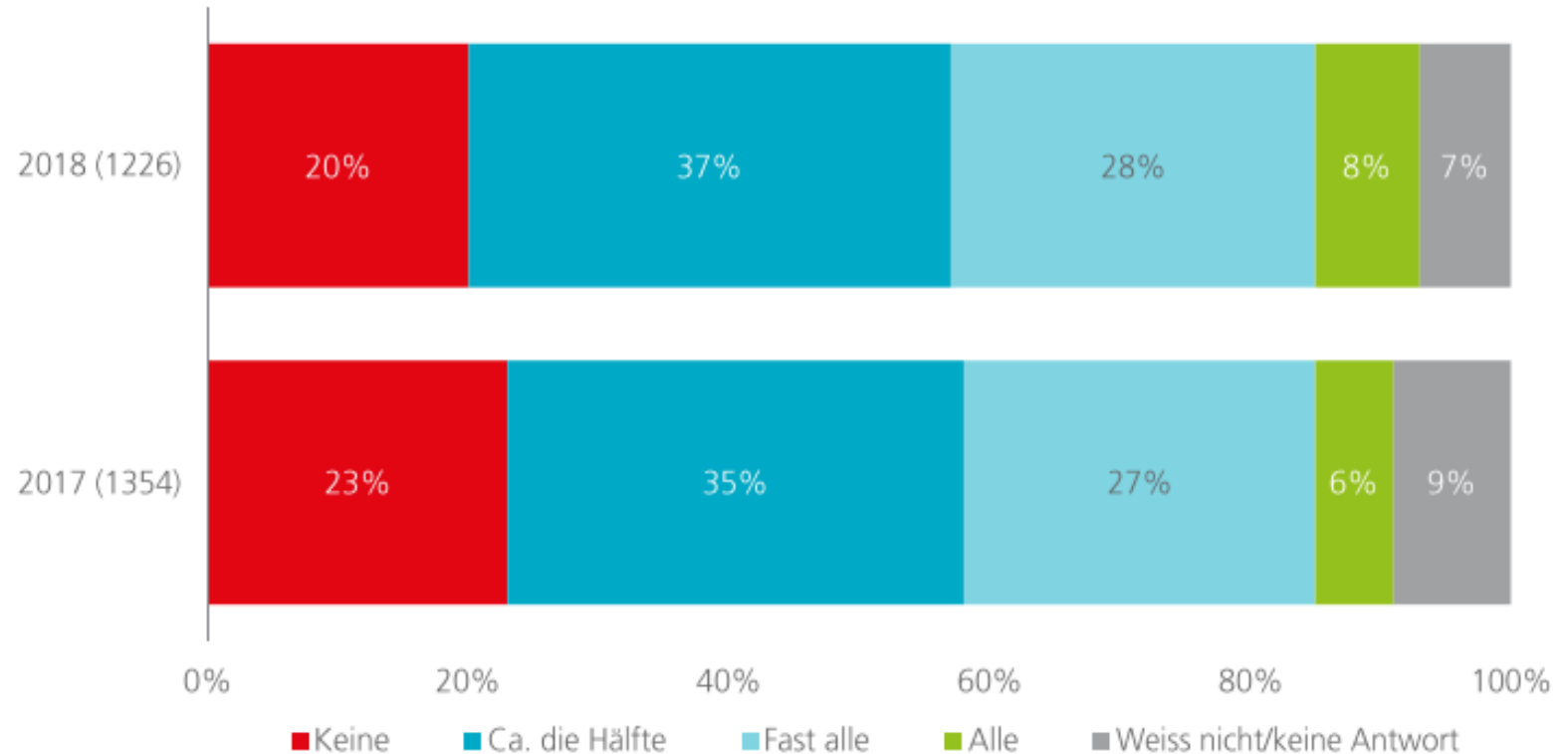
Lessons learned and challenges

1. Partner authorities are reluctant to participate if there is no direct benefit for them – benefits for companies are irrelevant for many authorities
2. Lack of interoperability between systems (government systems, portals, systems at all federal levels)
3. No overarching electronic identities (keyword eID)
4. Lack of (widespread) signature services leads to media discontinuity
5. Wide variety of government services (especially cantonal or communal services)
6. Lack of a legal basis or obligation for the authorities to integrate their services on EasyGov

Processing of digital services

Most of the companies surveyed process around half (37%) or almost all (28%) services digitally

18. Wie viele der Dienstleistungen von Behörden, welche Ihr Unternehmen in Anspruch nimmt, werden online erledigt/abgewickelt?

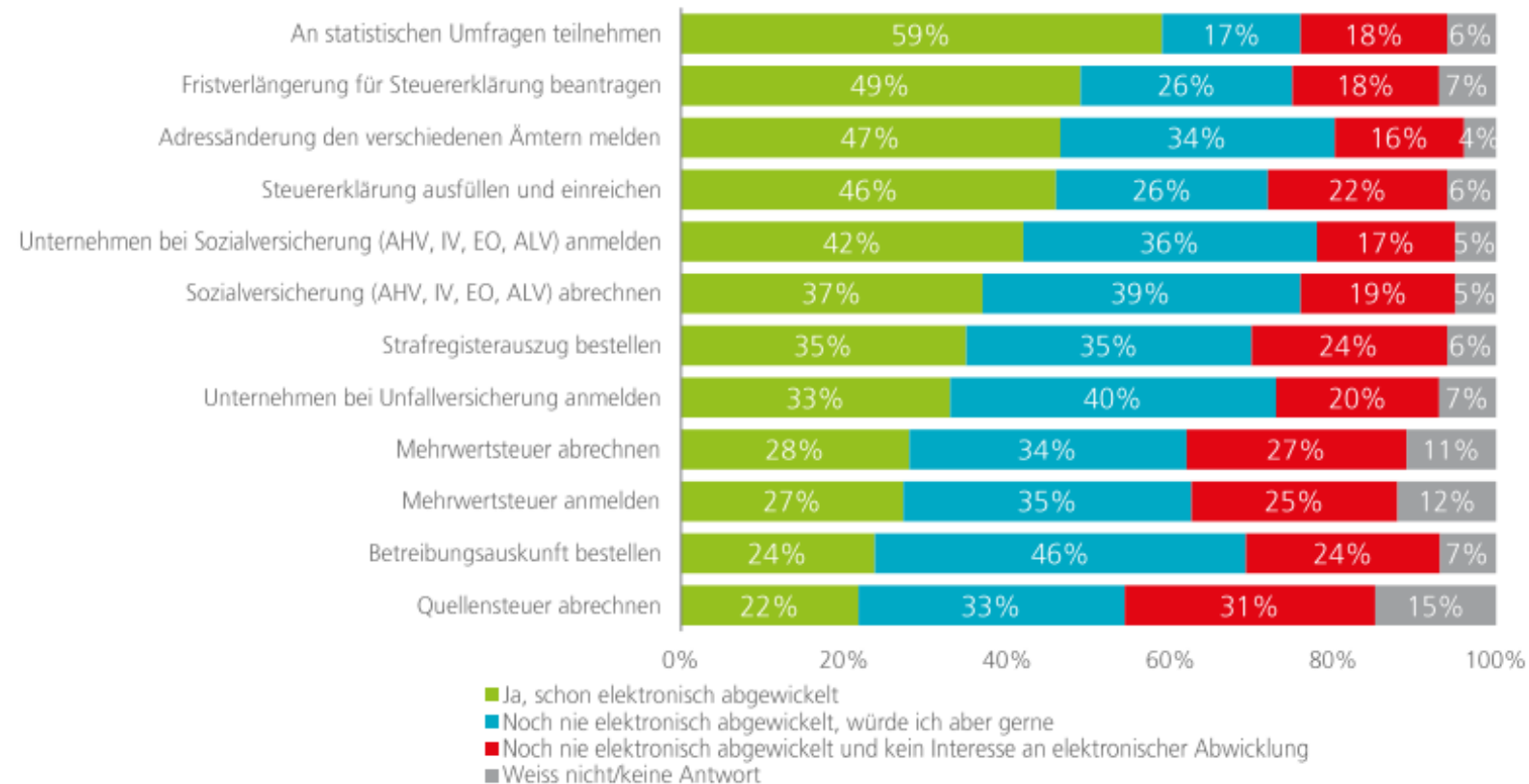


Quelle: Erhebung Nationale E-Government-Studie 2019, Zielgruppe Unternehmen, DemoSCOPE.

Legende: Basis sind alle Unternehmen, die Dienstleistungen von Behörden in Anspruch nehmen (n = 1226).

Use of online offerings (1/2)

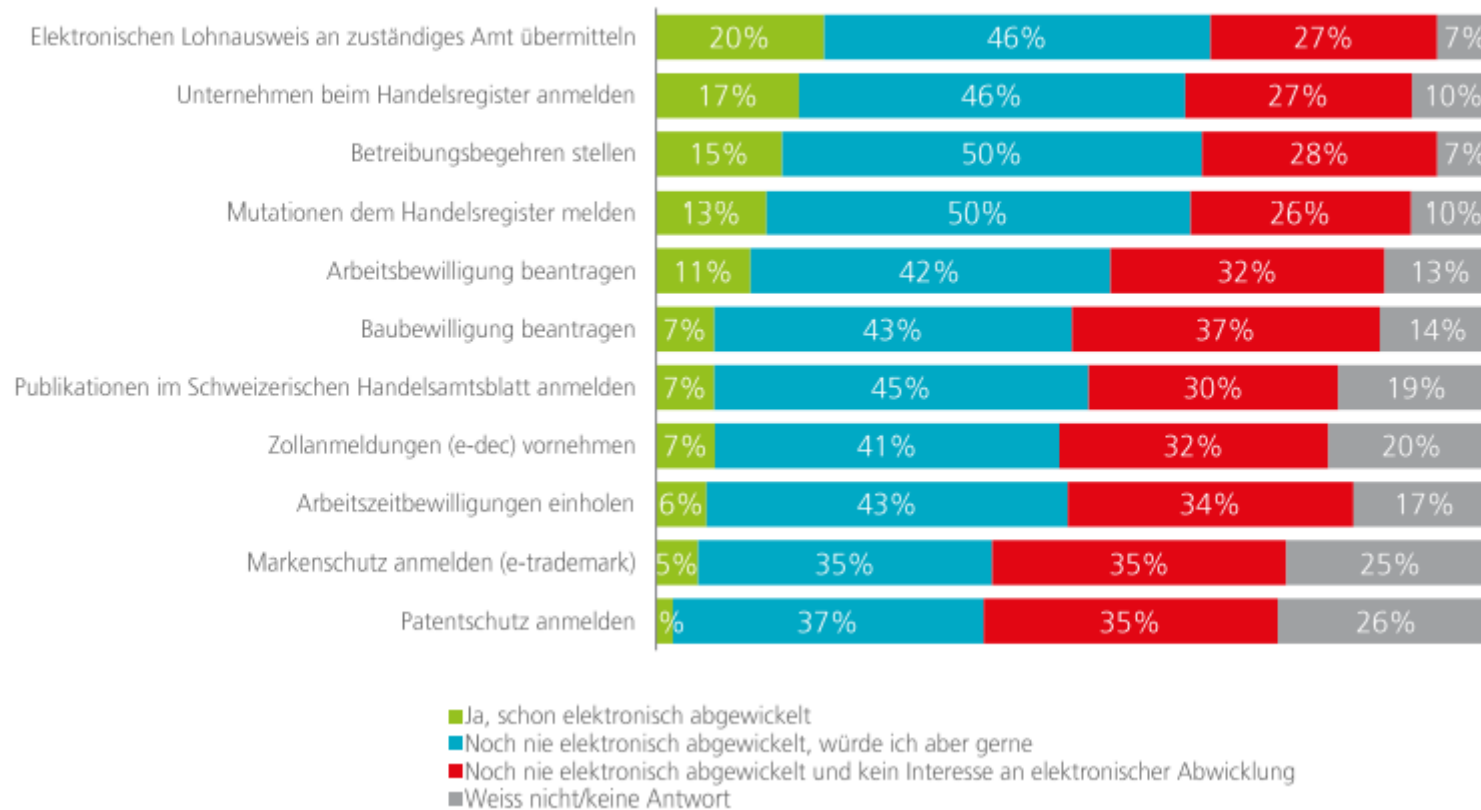
19. Welche der nachfolgenden Leistungen haben Sie im Namen Ihres Unternehmens schon einmal online/elektronisch mit einer Behörde abgewickelt (1)?



Source: 2019 National eGovernment Study

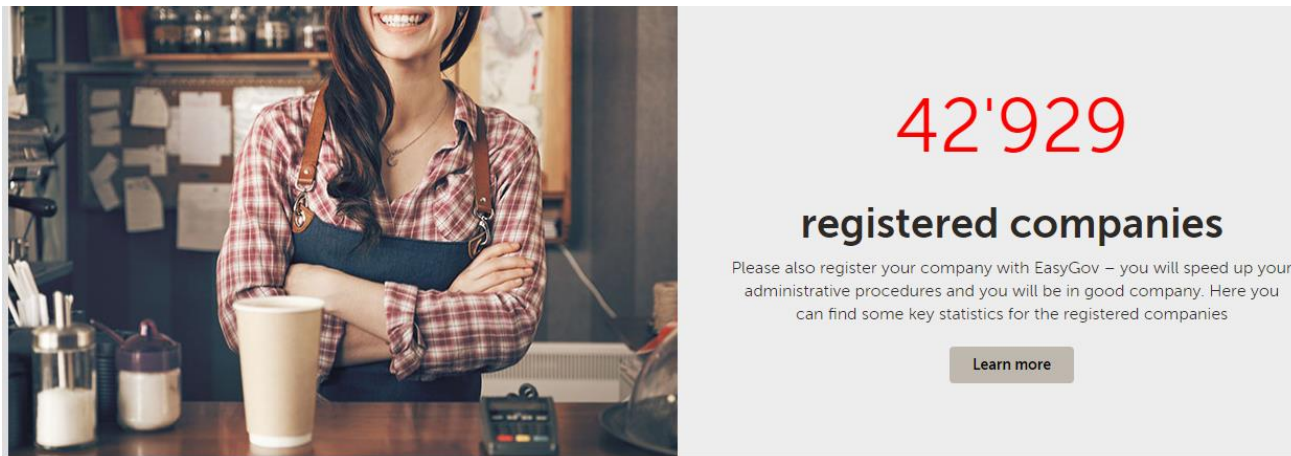
Use of online offerings (2/2)

20. Welche der nachfolgenden Leistungen haben Sie im Namen Ihres Unternehmens schon einmal online/elektronisch mit einer Behörde abgewickelt (2)?

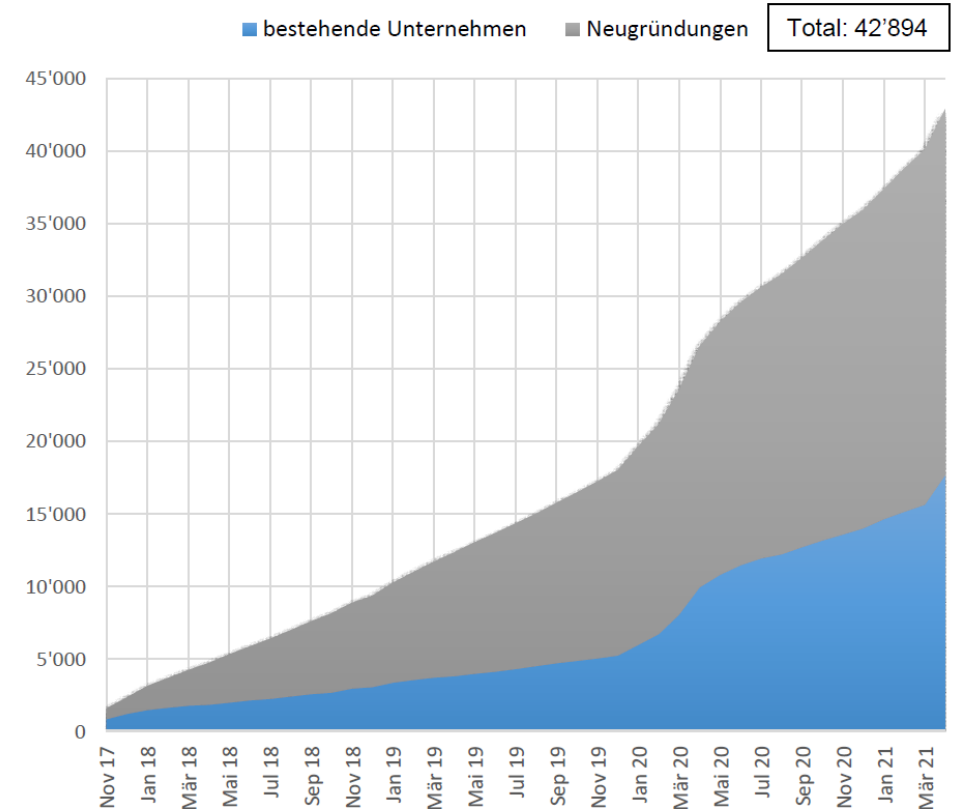


Source: 2019 National eGovernment Study

User figures and information from ongoing operation



Anzahl neu verbundene Unternehmen



Status: 10.05.2021, source SECO (EasyGov.swiss)

Future: from portals to ecosystems

- SMEs aliment and use shared data spaces (including open gov data)
 - SMEs operate shared solutions for the performance of government tasks (e.g. the Construction Alliance information system [ISAB] for CEA execution)
 - Providers of SME software solutions proceed to integrate processes (e.g. payroll reporting)
- New challenge for public services
- Digital Public Services Switzerland agenda from 2022 (initiation)

Digital Public Services Switzerland agenda from 2022: API instead of forms – API infrastructures for automation

Ambition 2: Ease the burden on the economy by means of the automated exchange of data and interfaces with the administration

- The secure and seamless exchange of structured data between companies and authorities (e.g. salary, taxes, regulatory requirements) offers great potential
- Many necessary components already exist in Switzerland and are established in the economy and the administration
- Components are not yet interconnected (interoperable) or foundations such as standards do not exist

Thank you for your attention

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