



**GOAL 3.2  
EVOLVING WITH THE DIGITAL  
ERA**

**PROJECT MANAGER**

Peter Rodinger

**TIMELINE**

July 2021 to June 2024

**INVESTMENT**

EUR 699 759

**STAFF INVOLVED**

2.33 Full-time Equivalents (FTEs)

**MOST IMPACTED CAPITAL<sup>1</sup>**

Economic & Organisational

**MOST IMPACTED STAKEHOLDER**

Users & Staff

<sup>1</sup> As part of an integrated thinking approach, in 2016 the Office adopted the five capitals value creation model (human, organisational, relational, economic & environmental).

## FEE MANAGEMENT SYSTEM

The current structure of the fee management system is the result of an **historical evolution** that started in 1996 when the EuroMARC system was implemented. Technology has changed tremendously since then, whereas batch processes were the norm in the past, today **online updates of databases** are rather the norm (e.g. web-services, micro-services).

The **use of online payment facilities** is becoming gradually the norm when we look around top **e-commerce** industry. In other words, the Office's model for interaction with its users would further move towards this direction.

The **new payment methods** are often handled by companies other than traditional banks. The **Fee Management System** will therefore be based on a short-term future scenario based almost entirely on online methodology. In this context, the Office will be required to offer a wide range of payment options online.

## EXPECTED BENEFITS

- Reduced manual work and processes
- Improved payment methods
- Improved reporting tasks
- Increased efficiency and quality from fee examiners