For a number of years now, Mulhouse Alsace Agglomeration and the City of Mulhouse have been actively engaged in the digital transition across their territory: creation of the KMO digital city, mobility account, open data, citizen platform, digital school, smart water metres, joint “digital risk management” department, etc.

The aim of all these projects is to pool the myriad of intelligence present in the territory via our local authorities, businesses, associations and citizen participation in order to construct, day by day, a territory that is more efficient, more responsible and more resilient.

**The eServices territorial platform**

**THE FOUNDATIONS**

The original feature of this initiative lies in its "territorial" dimension: provide a unified digital platform for all users across the agglomeration, while promoting the identity and prerogatives of digital service “emitters” (Agglomeration, municipalities, mixed entities, public service contract holders, etc.). The platform is the result of a partnership between m2A, the City of Mulhouse and a recently-established company in Alsace, Numésia. Based on a relation-
ship of trust and a shared ambition to offer the population innovative services, this interaction has been reflected in the active role played by Numésia in the operation and organisation of services with a view to identifying, structuring and developing future digital services.

The platform is based on the 5 founding pillars below:

1. **Population centre.** This represents a relevant scale for the digital transformation of local authorities. Residents and users must, ultimately, be able to have access to a coherent public service offer that is clear and balanced across the entire territory: place of residence, work, childcare facilities, etc.

2. **Clarity.** Users often have only a very partial understanding of the way public services are organised, not always knowing the appropriate structure to turn to. It is thus the responsibility of public players to facilitate and coordinate access to services, etc.

3. **Identity.** The identity and prerogatives of each public player must be preserved and promoted. The idea is to highlight the identity of municipalities and promote the collective territorial vision.

4. **Win/win.** The adoption of a digital transformation is based on the construction of a win/win model: the provision of new digital services to the population should not be to the detriment of public officials and the organisation of public players but should also be the opportunity to re-think and facilitate the day-to-day work of officials.

5. **Data exploitation.** Everyone is now aware of the fact that “data” represent a digital gold mine. Another of the platform’s major strengths is its “data usage catalyst” dimension. Like a connected object, the eServices platform gradually consolidates massive data sets (i.e., Big Data), enabling a better understanding of the relevance of public policies and paving the way for the anticipation of evolving expectations and priorities to adopt.

**A FEW RESULTS**

- **Nursery pre-enrolment application**
  (for a place in pre-school childcare facility)

  *Original problem:* 34 facilities across the territory (including 30 managed by public service contract holders), generating numerous requests for nursery places by parents, a lack of visibility concerning supply and demand, and difficulties understanding real childcare infrastructure needs.

  *Now:* A digital tool for day nurseries and administration involving all players with high added value indicators for managers.

  → **Annual volume:** 3,000 requests for places

- **ID CARD/PASSPORT appointments across the territory**

  *Original problem:* new regulations concerning the issue of identity cards, with all requests handled by just 7 municipalities equipped with biometric terminals. Result: a waiting time of more than 6 weeks to get an appointment, creating a deterioration in relations between the local authority and citizens, with no interaction or solidarity between equipped authorities and the others.

  *Now:* a digital tool with a calendar shared between all municipalities within the perimeter, allowing users to select a place, date and time for an appointment in a single connection and waiting time to obtain an appointment reduced to around one day!

  → **Annual volume:** 45,000 appointments

- **Enrolments for Water-based Activities**

  *Original problem:* more than 10,000 paper applications with endless queues to sign up to water-based activities, with no capacity to optimise pool occupancy.

  *Now:* all applications submitted using digital technology providing a complete vision of all activities in all pools, rapid online payment. This monitoring and management tool for the sports department also enables the online sale of any remaining individual places.

  → **Annual volume:** 4,000 enrolments and payments