

Reduced waiting times and intelligent visitor flow management with Qmatic

Qmatic – Customer Success Story –
Saarlouis Administrative District



”Everyone is happier. Customers with appointments now have to wait virtually no time at all. Thanks to the QR code, spontaneous customers can work around the waiting time and make better use of it.”

Sunhild Euler-Eisenbarth, Manager of the Road Transport Registration



Head of the district authority Patrik Lauer testing the solution.

Starting point

With 197,000 inhabitants, the administrative district of Saarlouis is the largest administrative district in Saarland according to the Saarbrücken Regional Association (Regionalverband Saarbrücken). A total of 173,000 vehicles are currently registered here. All approval processes for vehicles take place at the Saarlouis vehicle registration center, including registration, renewal of badges, de-registration, name and address changes, technical modifications, re-registration and special permits. Other areas of responsibility include driver's licenses and driving lessons, heavy and high-capacity transports, enforcement services for registration and passenger transport.

Vehicle registration is split into two divisions: private and commercial. An average of 410 procedures are handled each day for around 220 customers. In the registration area, 17 counter staff attend to the customers. At present, 13 workstations are connected to the new queue calling system, and this figure is set to increase over the coming year.

The challenges

Before the new system was introduced, customers had to take a number from a machine on-site. They would then check when it was their turn via a digital display in the open-plan office.

It was also possible for private and business customers to carry out individual procedures as online business transactions. However, a large volume of data had to be

entered for this, which led to a high number of queries, especially from private customers. It was therefore decided that the option of processing business transactions online would be offered to business customers only, and that alternative solutions would be found for private customers.

The vehicle registration authority has a huge number of customers to handle on a daily basis. On top of this, there are peak periods to deal with before and after public holidays and during the school holidays. By arranging as many appointments online as possible, customer flows can be managed intelligently and waiting times reduced.

The solution

Customers can now book appointments online for one or more procedures at a time. A shorter or longer time is reserved automatically for the customer's appointment according to the procedures selected.

Four waiting patterns have now been put in place for de-registration, private customers without an appointment ("spontaneous customers"), private customers with an appointment, and commercial customers. De-registration of a vehicle is a very quick approval process which is normally carried out by one employee alone.

Spontaneous customers who have not booked an appointment online receive a QR code with their queue ticket, which they can scan to find out their current waiting time. The registration authority is just a few minutes' walk from the center of Saarlouis, meaning that the customer can take a stroll through the town or have a coffee while they wait.

Even so, booking an appointment in advance online is recommended, as this is the only way to ensure prompt service. It is normally possible to arrange an appointment within a few hours.

The results

Everyone is happier. Customers with appointments now have to wait virtually no time at all. Thanks to the QR code, spontaneous customers can work around the waiting time and make better use of it. Employees can see – when they start work – how many customers with appointments will arrive that day and can therefore work around these appointments accordingly. It is expected that customer flows will be managed more efficiently and that there will be greater predictability for staffing in future.

Overview of the solution

Saarlouis Administrative District

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Domain: Public sector, vehicle registration center

Region: Saarland, Germany

The challenge

- High customer footfall
- Integration of an online appointment booking system

The solution

- NetCallUp solution from Qmatic
- NetAppoint online appointment booking system
- QR code for checking waiting times online

The advantages

- Waiting times minimized
- High customer focus
- Higher employee satisfaction
- Efficient management of customer flows