



DIGITAL SUCCESS STORIES - CELEBRATE WITH AXSOS MEMBER ADMINISTRATION FOR THE TRADE UNION EVG



EVG stands for Railway and Transport Union and is the largest German trade union within the transport industry. Originating from the railroad union TRANSNET and the transport union GDBA in 2010, it now represents all occupational groups within the transport sector. This includes the all employees in the transport sector, from ferry companies to public transport and railroad workers alike.

EVG advocates for fair wages as well as for and safe working conditions. Following its motto, 'Living community', EVG has evolved into a modern, member-driven trade union. The preparation and development of content for the collective bargaining rounds with member surveys about their work reality and wishes is only one part of it.

A DASHBOARD THAT REVOLUTIONIZES MEMBERSHIP MANAGEMENT

The Membership Data Management project implemented the basis for trade union work in prioritized steps. The flexible structures of the organization as well as the variable systematics of the different tariffs and the case-related variants of the contribution calculation were mapped. For the simple and intuitive operation of the application, the user interfaces and operating elements are designed in the same way throughout. For the effectiveness of the search in hundreds of thousands of contacts, a search engine was integrated instead of implementing a filter dialog. To ensure the high address quality necessary for union work, the address selection derived from the street code data of the post office was implemented. The manual entry of addresses was thus eliminated. To manage the union, a dashboard was set up based on the membership management data, which provides a clear overview of changes and trends with key figures and KPIs.



SAVE WORKING TIME THANKS TO DIGITALIZATION

INITIAL SITUATION

The development of the union into a modern member-oriented organization required effective support in the transparent processing of membership data. A high degree of flexibility is required here - especially with regard to the mapping of changing organizational structures and the increasingly diverse collective bargaining agreements. After examining all requirements and priorities, it was decided to develop a new program as the previous one did not as the program used so far did not offer the necessary degrees of flexibility. The new application was leanly oriented towards the specified goals developed:

- Best possible support for the members
- Flexible mapping of union structures
- Fairness of contributions through full mapping of collective agreements and contribution calculation
- Automation of labor-intensive data processing
- Data transparency for managing the union through metrics and dashboards

To adequately represent the geographically dispersed locations a suitable application form was needed that would provide easy delivery, administration and user support.

SOLUTIONS APPROACH

Taking into account the distributed locations, the new member administration was created as a web application. In the following, an exciting topic will be examined in more detail: In order to flexibly follow organizational structure changes, the contact module was developed according to the contact role pattern and supplemented with a contact relations model. Contacts are natural persons as well as legal entities.

While the contact-role pattern assigns a meaning to each contact, e.g. member or office, it allows the introduction of new organizational units by introducing a new role. In the contact relations model, relationships between contacts of the same or different roles can be defined and named. Contacts can then be linked to each other via these relationships, to map desired structures. From the contact roles „trade union area“ and „member“ with the contact relation „is involved in trade union area“ the assignment ‚Karl Mustermann is involved in trade union area collective bargaining policy‘ can be derived