

Digital administration – here's how it works!

The town of Nettetal is using UiPath from the T Cloud Public to introduce automation in compliance with data-privacy requirements.



Reference project:



“We have no choice but to industrialize administrative work as well. Using automation from the sovereign cloud and having access to T-Systems’ external expertise is the ideal solution in our situation.”

Thorsten Rode, Head of Municipal IT in Nettetal

Nettetal is located in the western part of North Rhine-Westphalia, on the Dutch border. Situated in the Viersen district, it has 43,500 inhabitants, and its lakes and forests make it a well-known local recreational area for the Rhine-Ruhr region. The town was established in 1970, when several smaller communities were merged. It was named after the River Nette, which flows through it.

Like many municipalities, Nettetal's officials must respond to a growing shortage of skilled professionals in public administration. A significant number of employees are expected to retire by 2030, while too few young workers are entering the field. Studies predict that hundreds of thousands of administrative positions may remain unfilled. The pressure is increasing in Nettetal, as elsewhere. What's the solution?

“We have taken up the challenge,” said Thorsten Rode, Head of Municipal IT, “and we are consistently embracing the opportunities offered by digitalization to address the anticipated skills shortage and ensure the town continues to function effectively.”

What other towns are still discussing, Nettetal is already implementing. The town has been working on its digital transformation for years, with more than 100 digitalization projects already completed. During this period, Nettetal has successfully established a digital, employee-centric culture: its 580 employees understand the potential of digital tools and actively support the transformation. In recognition of its initiatives, Nettetal received Bronze in the Digital Award at the KOMMUNALE trade fair for municipal administration in November 2025 in Nuremberg for its GDPR-compliant portal, which uses open-source technology and artificial intelligence.

The AI portal, which uses large language models from the T Cloud Public, enables employees to assist citizens more quickly and more precisely with their requests. It clearly demonstrates the benefits of applying AI in

everyday administrative work. However, according to Thorsten Rode, the AI portal's development journey is far from complete. “As an IT team, we want to work with the e-Government team to leverage the potential of automation, low-code solutions, and AI for our colleagues in the specialist departments.”



At a glance

- Unburdening employees and overcoming the skills shortage
- Planning through to implementation of digital services
- Introducing automation using software robots
- First process: SEPA direct debit
- Finding an efficient and future-ready automation platform
- Automation in line with the legal framework
- Minimal operating effort and no additional workload for the IT team
- Use of UiPath from the T Cloud Public to meet requirements
- Creating software robots together with T-Systems
- Knowledge transfer by collaborating on projects
- Free up employees from monotonous tasks
- Limit additional work for the small IT team
- Sovereign cloud complies with data privacy requirements
- Platform for further (including intelligent) automation
- Safeguard future-readiness

Reference in detail

Customer pain points

Many administrative processes in a town involve regular bank transfers from citizens and companies, ranging from real estate taxes to kindergarten fees. Nettetal processes around 4,000 tasks each year that require SEPA direct debit mandates to be entered or updated in the SAP system. The administration teams receive these requests through various channels, phone, post, email, or the web portal.

“If we assume an estimated processing time of just ten minutes per task, this results in around 650 working hours each year. Altogether, this represents a significant time saving that can help when hiring new staff,” said Thorsten Rode, Head of IT.

Manually transferring data into the SAP system is not only inefficient but also monotonous and error-prone, certainly not a preferred task for administrative staff. “It lends itself perfectly to automation to reduce our colleagues’ workload. Software robots can complete the transfer much faster and more easily,” explained Rode.

To introduce the automation platform, the town sought a partner that could transfer its expertise to the small IT team as part of the first automation project. The platform also had to be sovereign in the long term, meaning secure technology, compliant data privacy, and simple, user-friendly operation suitable for a compact but capable IT team.

How T-Systems solved it

Thorsten Rode first spoke with T-Systems at the Smart Country Convention. They later deepened their exchange at a strategy workshop with North Rhine-Westphalia’s local governments in 2025.

“With UiPath from the T Cloud Public, T-Systems offers a unique service on the German market: a leading automation platform with extensive

options, including AI, operating on Germany’s leading sovereign public cloud,” said Rode. In September 2025, Nettetal decided to use UiPath as a managed cloud service for its automation initiatives.

Working together with T-Systems’ automation experts, the town developed a SEPA software robot that automatically transfers submitted data to SAP. The robot was completed by early 2026. The project operated cross-functionally across various departments—reflecting Nettetal’s standard approach. “We can only achieve the best results when everyone involved works together,” said Rode.

T-Systems is responsible for operating the automation platform and automation services, allowing the IT team to focus entirely on the town’s digitalization roadmap. Through the joint project, Nettetal’s IT experts gained their own automation skills, which they plan to apply in their next automation initiative starting in the first quarter of 2026.



Why choose T-Systems?

T-Systems offers a unique solution in the German market: a leading automation platform delivered from a sovereign cloud. Additional benefits include hands-on knowledge transfer to build internal skills while developing the first SEPA software robot. T-Systems works collaboratively with customers and encourages them to drive digitalization within their administrative areas. Strong IT expertise and a culture of co-creation play a decisive role. Leading positions in studies such as the ISG Provider Lens for intelligent automation further underscore T-Systems’ competence.

Business impact

“We have no choice but to industrialize administrative work as well. But we only have a small team in Nettetal, so we must use our resources as efficiently as possible,” said Thorsten Rode, Head of IT. “Using automation from the cloud and accessing T-Systems’ external expertise is the ideal solution for a town like ours.”

From 2026 onward, 400 employees with PC workstations in the administration office will benefit from automating the frequently used SEPA standard process. “We’re not just making plans; we’re implementing solutions that genuinely make a noticeable difference to our colleagues,” said Rode.

The UiPath platform also opens up many additional opportunities, including the use of AI for intelligent automation. UiPath from the T Cloud Public provides Nettetal with a tool that enables it to expand automation while meeting stringent legal requirements such as data-privacy regulations. It establishes a future-proof foundation for reducing employee workload and ensuring effective municipal operations despite the predicted skills shortage.

At the same time, new digital tools create development opportunities for employees beyond traditional administrative tasks. Staff can now actively contribute ideas and identify further processes that could be optimized using robotic process automation (RPA).

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