

# Getting Through the Pandemic Productively with MeisterTask: Organizing the City of Gütersloh

## SUCCESS STORY



**Carsten Schlepporst**  
Department Head Personnel,  
Organization and IT

### REGION

DACH

### EMPLOYEES

1.000+

### INDUSTRY

Public Administration

### WEBSITE

[www.guetersloh.de](https://www.guetersloh.de)

- Improvement of cross-departmental collaboration.
- Reduced pressure on employees.
- Universal access to projects at any time.
- Rapid, non-bureaucratic working style.



MeisterTask is great for us! Our employees understand the tool immediately, which means no complex changes are needed for the majority of projects.



For the City of Gütersloh, located in the North West of Germany, productivity issues existed long before the coronavirus crisis came to the fore. Long-winded alignment processes, especially for projects that required cross-functional collaboration, made it difficult and often impossible to work productively together. In 2018, the then-Mayor of Gütersloh, Henning Schulz, decided that action was required to improve the efficiency of work. The search for a suitable solution led to MeisterTask, a web-based task management tool that is designed to support teams in their digital collaboration in projects.



**Carsten Schlepphorst**, Department Head Personnel, Organization and IT, was involved in the preliminary testing of MeisterTask. He quickly noticed the following key advantages of using the tool, which he lists as follows:

- **Rapid, context-based communication** between teams in different areas of operation and expertise.
- **Centralized overview of task and project status**, which ensures that all stakeholders are on the same page.
- **Improved understanding of working processes** without the need for drawn-out meetings.
- **Multiple potential use cases** in each team and department involved in city management. The software adapts to meet the requirements of the city, not vice-versa.
- **Promotion of collaboration and team** spirit through transparent and non-bureaucratic processes.
- **Servers located in Germany.** MeisterTask is a certified GDPR-compliant service that is recommended by German data security experts.

As Department Head Personnel, Organization and IT, it was important for Carsten Schlepphorst that his colleagues would be able to understand and accept the new software quickly. This would ensure a fast implementation of the software and thus a smooth transition to MeisterTask.

According to Schlepphorst: "With MeisterTask, there isn't a lot of effort required to implement. You simply register and then download the app: the rest is self-explanatory." Together with his team, Schlepphorst also offered personal demonstrations to answer questions and improve tool acceptance.

Since the introduction of MeisterTask in 2018, the software has proved its worth in a wide variety of use cases and is an indispensable element of collaborative work for the City of Gütersloh. This innovative task management solution has been central to applications as varied as organizing departmental update meetings with the Mayor, to day-to-day team tasks, to complex cross-departmental projects.

## "Let's Get It Done"

According to Carsten Schlepphorst, approaching the topic of task management openly and pragmatically is key. It is for this reason that the simple, self-explanatory nature of MeisterTask has proved so attractive:



We're not reinventing the wheel here, we're just getting things done. MeisterTask is great. Our employees understand the tool immediately, which means we can start and manage projects quickly and easily.



## Rapid, Non-bureaucratic Work Throughout the Pandemic

Since the onset of the coronavirus crisis, the ability to use MeisterTask on both smartphones and tablet devices has been key. The city's "Branch for Extraordinary Events", a working group consisting of members from different departments, has helped Gütersloh overcome many of the challenges that the pandemic posed. Of course, this process was **organized digitally through MeisterTask**.

Additionally, the tool has been implemented by the twenty mobile teams responsible for delivering acute help to affected people in the region. Through MeisterTask's **mobile applications**, the response teams on the ground could connect in real time with headquarters, resulting in an effective process even in exceptional and unprecedented circumstances.

According to Schlepphorst, it was clear from the start that MeisterTask was the right tool for the job. He ran a wide range of tests in advance to ensure that the correct projects were created and that processes could be run through smoothly. This enabled other city employees to get to work without the need for special training with the system.

## MeisterTask as a Tool for the Implementation of the Smart Cities Initiative

In September 2020, Gütersloh was recognized for its work with digital projects and, alongside 31 other regions in Germany, was nominated for the "Model Project Smart Cities Made in Germany" development scheme. As part of the program, around **13 million Euros** are set to be invested in various digitization projects over the next six years.

For Carsten Schlepphorst, the role of MeisterTask in the upcoming project roadmap is already defined.



We count on MeisterTask's help to implement our city management initiatives. The digitalization process of the administrative authority will be carried out in stages, with the majority of project planning and management taking place in MeisterTask.



## Building Investment Controlling with MeisterTask

One of the most notable projects of recent times, according to Schlepphorst, has been one that was recently implemented with MeisterTask: building investment controlling. All building projects in the city, under the categories of **construction, underground works and green space management** (above a certain size) are now contained in a specific MeisterTask board.

From this central hub, project status is maintained, while deviations from the set costs, project duration and quality are also documented. Using this information, projects are **split into three categories** depending on their status: projects running according to plan, projects running under budget and projects in which the planned costs are being exceeded.

## Improved Collaboration and Reduced Pressure on Management

Collaboration both inside teams and between departments has improved noticeably since the introduction of MeisterTask. Rather than sending updates by mail, with documentation as attachments, relevant task information can now be found inside projects themselves. This allows everyone to gain an understanding of project status at a glance, while also ensuring that collaborative work is completed more efficiently, simply and transparently.

According to Carsten Schlepphorst, this makes MeisterTask the perfect tool to take the strain from management: team leaders can be sure that nothing will be lost or forgotten:



Finally, we've got all the important information in one view.



He also notes that the MeisterTask app is particularly useful in after-work hours, in case ideas come to him spontaneously. Previously, sticky notes for the next day or hastily-recorded voice messages would have needed to suffice: nowadays MeisterTask provides the opportunity to store ideas centrally. Slightly tongue-in-cheek, he adds: "Actually, when it comes to discussions with the mayor, one or two "forgotten" tasks might not have been so bad. My colleagues undoubtedly feel the same:"

