

Austrian reporting platform

Efficient processes, better services

A high-performing public administration needs transparency about its own processes. With the Austrian Reporting Platform, the Austrian Ministry of Finance (BMF), in collaboration with the Ministry of Economy, Energy and Tourism (BMWET), ensures that workloads are distributed evenly, inquiries are processed efficiently, and digital services are continuously improved. The platform includes various applications for performance monitoring, knowledge management, and service optimization, used daily by around 2,500 employees.

How it works

The Austrian Reporting Platform is a comprehensive data and reporting infrastructure that integrates diverse application areas – including administration, environmental protection, justice, and public funding – within a modular system landscape. Its goal is to structure and visualize data from various sources transparently, enabling fact-based decision-making at all levels – from political governance to daily administration.

Each use case has its own focus: from business intelligence for judicial authorities to public funding visualization and environmental reporting. Together, they form a powerful digital ecosystem promoting transparency, efficiency, and data literacy in the public sector.

At the center is the BMF Dashboard – a tool for visualizing and managing workloads in the Info Center, income tax, and family allowance. With key figures on open and completed cases and staff data (e.g., attendance), resources can be allocated strategically and bottlenecks detected early. Data comes directly from the ministry's Data Warehouse and SAP system. The Citizen Service application supports BMAW's public service team. Combining a knowledge base, electronic logging, collaboration tools, and analytics, it efficiently handles 10,000 to 16,000 inquiries annually – with up to 80% resolved directly by the team.

The offering includes Performance Reporting Dashboards for monthly KPI comparisons at management level and applications for the Wallet/ID Card Platform and ID Austria, delivering current usage stats (e.g., digital driver's licenses, registrations) to the State Secretary.

The Big Picture

All applications aim to make administration more efficient and transparent: balanced workload, clear responsibilities, real-time usage data, and a foundation for scaling and digitalization – creating a modern system with service quality at its core. In an era where data-driven decisions are vital for governance, the Austrian Reporting Platform sets new standards in public sector data management. By standardizing monitoring and reporting processes across departments, it improves efficiency and transparency.

Its ability to support varied use cases – from tracking EU-funded projects to digital transformation – highlights its versatility and strategic relevance. With shared services and advanced analytics, it streamlines processes and enables sophisticated, data-driven governance – while ensuring the security and reliability essential for public administration.

Quick Facts

- Solution area: **Organisations, Processes, Quality assurance and certification, Regulations and compliance**
- Administrative level: **State, Federation**
- Solution process: **Agriculture, Digitization and technology, Employment and education, Energy, Environment and sustainability, Integration, inclusion, diversity, Judiciary, Media and communication, Public service, Regional development and infrastructure, Science and research, Security and defense, Smart City, Women and family**
- Technology: **Artificial Intelligence, Information technology, Platform technology**