ADONIS Process Management Tool

Transparent, agile, and digital processes for public administration

Digitalization, automation, and holistic process thinking are increasingly shaping public administration, while demands for efficiency, measurability, legal certainty, and cross-organizational collaboration continue to rise. ADONIS addresses this as a comprehensive process management tool that enables public organizations to make processes transparent, continuously improve them, and strategically align them with future digital initiatives. It allows existing processes and planned changes to be systematically documented, analyzed, and visualized. Inefficiencies, media disruptions, and regulatory non-compliances become visible, showing where digital solutions can generate the greatest value. In this way, ADONIS provides a solid foundation for sustainable administrative modernization, e-government initiatives, and cultural change toward greater agility and citizen-centricity.

Quick Facts

- Solution area: **Organisations, Processes, Quality assurance and certification, Regulations and compliance**
- Administrative level: **Municipality, District, State, Federation**
- Solution process: **Digitization and technology, Public service, Smart City**
- Technology: **Artificial Intelligence, Digital twin, Information technology, Platform technology**

How it works

At the core of ADONIS is a central, organization-wide process platform where users model and visualize processes at the required level of detail. Clear process diagrams help identify redundancies, bottlenecks, and unnecessary complexity, while quantitative analyses, risk and compliance aspects, and artifacts for digitalization and e-government initiatives are integrated seamlessly. ADONIS connects processes across departmental and organizational boundaries, making interfaces, handovers, and dependencies transparent, unifying data sources, and enabling clearly defined end-to-end processes. Process owners can be assigned and embedded directly in the system, while different stakeholder groups—ranging from departments and IT/e-government specialists to internal audit and risk management—receive tailored views within a coherent repository. Structured workflows for approvals, rollouts, and tracking support change initiatives end-to-end, covering the full change management cycle from collaboration and communication to implementation, training, and evaluation, thereby increasing acceptance, quality, and long-term success of transformation efforts.

The Big Picture

ADONIS is far more than a tool for process documentation. It creates a shared language and a common understanding of processes within and across organizations, laying the groundwork for effective digitalization, automation, and innovation-driven collaboration in the public sector. By enabling transparent, measurable, and manageable processes, ADONIS empowers public administrations to respond more quickly to new requirements, allocate resources more efficiently, and ensure regulatory compliance. At the same time, it supports cultural change—moving away from isolated silos toward holistic thinking, continuous improvement, and a stronger focus on citizens. This has proven valuable in federal ministries, regional and municipal administrations, and state-owned enterprises wherever complex processes must be structured, optimized, and future-proofed.