



# AcUity Unemployment Insurance solution

Automated. Configurable. Proven in crisis.



Market disruptions are happening more frequently and with greater impact. The pandemic has exacerbated economic and societal forces, putting a greater strain on legal and governmental systems and creating significant hurdles for organizations disbursing aid and assistance to unemployed Americans.

Workforce agencies need solutions that enable them to provide timely and accurate payments, prevent fraud, and allow access to the system from any device, at any time, from anywhere.



# How does the product address these challenges?

AcUilty is a modern unemployment insurance (UI) solution designed to support state-level UI benefits and manage and address complex financial, eligibility, and claims-management requirements. The services-based approach means AcUilty works in both business-as-usual and crisis environments.

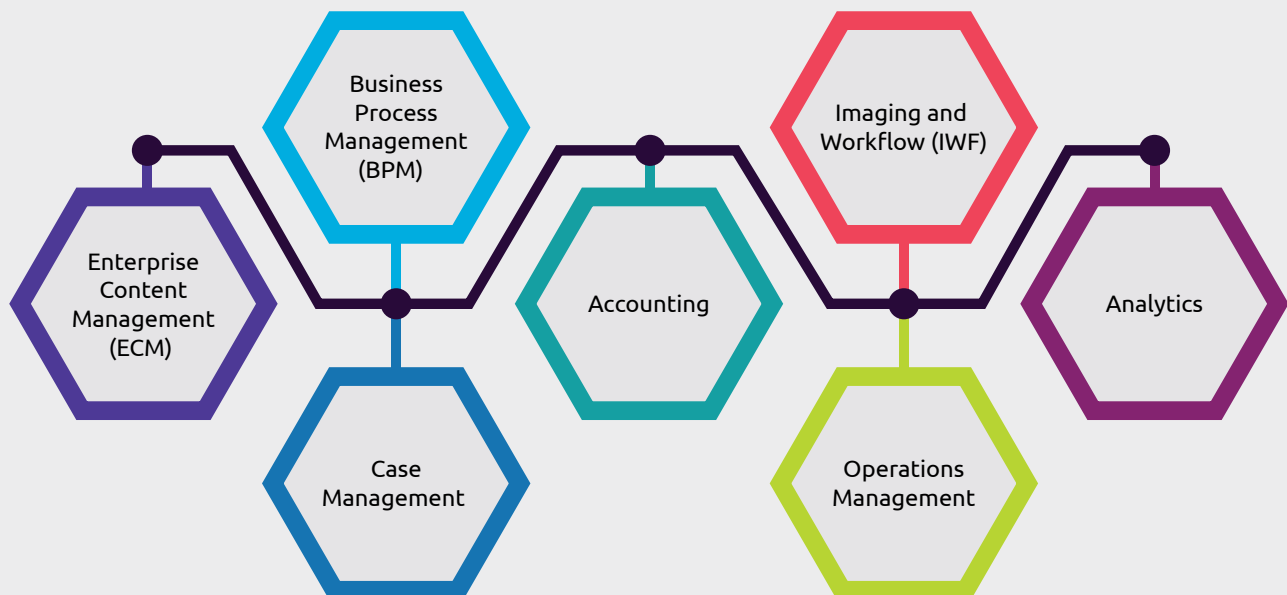
AcUilty is a secure web-based platform built on enterprise-grade components, with a robust business-rules engine, prebuilt automation of common UI processes, and scalability and security either in an on-premises or cloud infrastructure. Fully integrated and feature rich, it meets most state requirements on day one. Based on its proven performance in a crisis, it is the premier scalable, open, and flexible solution available in the market today.

Architected leveraging key guiding principles from Enterprise Content Management (ECM), Business Process Management (BPM), Case Management, Accounting, Imaging and Workflow (IWF), Operations Management, and analytics, AcUilty brings operational excellence and an optimal fit to Unemployment Insurance agencies.

## Benefits include:

- Automated processing of claims, online edits, workflow, and case management to bring business efficiencies and opportunities for return on investment
- Automated routing of tasks and documents to workers with follow-up actions and alerts, reducing cycle time and improving agency effectiveness and efficiency
- Well-defined business processes that are faster to deploy than custom options and are well integrated to federal systems and fraud prevention.

## AcUilty key guiding principles



# Solution overview

Existing AcUity implementations performed exceptionally well under the stress of the pandemic. Both North and South Carolina experienced performance boosts and savings.

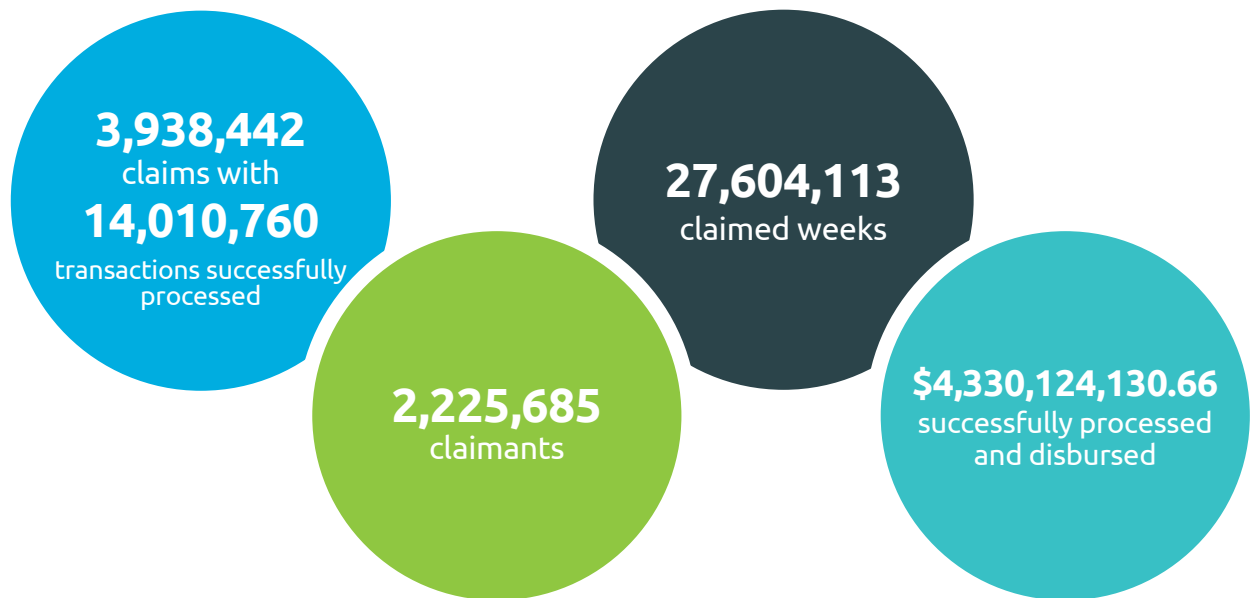
With a public cloud back-end integration environment, all of our customers scaled to meet pandemic volumes. The enterprise-grade common platform with robust application resources

supported by a cloud-based infrastructure allowed the application to scale overnight to 4,500 percent capacity. The rules-based architecture allowed governments to quickly add the Families First Act and CARES ACT without expensive bolt-on solutions. This rules-based architecture also enabled users to implement the Pandemic Unemployment Assistance program updates in less than two weeks.

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**As of September 2020, the AcUity SCUBI (Southeast Consortium Unemployment Benefits Integration) system has supported:**

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## The four keys to successful performance were:

- Intelligent business processes and workflows
- Enterprise-grade components
- Cloud-based infrastructure
- Configurability based on a sophisticated rules-based architecture.

## AcUity drives value by:

- Providing a high degree of automation
- Being highly configurable
- Delivering advanced fact-finding resources and case management
- Integrating data sources
- Providing a single database implementation.

## Why Capgemini

Clients across all major industry sectors trust Capgemini to design, implement, and manage complex projects like the unemployment insurance solution. We combined innovation in customer experience and our understanding of state agencies and departments' missions to serve the citizens with our global capability in the financial and insurance sector of 240+ mainframe-modernization projects to develop AcUity. AcUity was developed by a team of more than 100 Capgemini UI experts, bringing together extensive state, government, and UI consulting experience with deep knowledge and decades of work in the field of Unemployment Insurance. AcUity refines the implementation processes for increased efficiency and results by:

- Focusing on critical business processes instead of individual technical requirements
- Quickly standing up system modules that have the highest importance and most-impactful functionality
- Following a battle-tested five-step implementation process and using a logical and time-sensitive project plan.

**Learn more about how AcUity can deliver solutions to handle any market disruptions.**

## About Capgemini

Capgemini is a global leader in consulting, digital transformation, technology, and engineering services. The Group is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. A responsible and multicultural company of 265,000 people in nearly 50 countries, Capgemini's purpose is to unleash human energy through technology for an inclusive and sustainable future. With Altran, the Group reported 2019 combined global revenues of \$20 billion.

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Note: current conversion is €1 to \$1.18 (8/15/20)

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