

Setting the scene

Issues

Solution

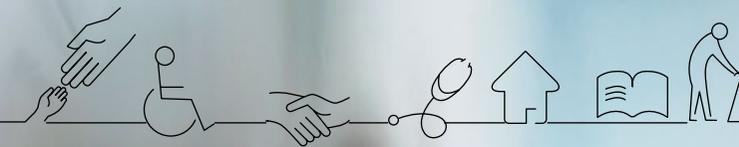
Partners

Benefits

EnablesWel

Capgemini's EnablesWel - Enabling
Welfare Transformation

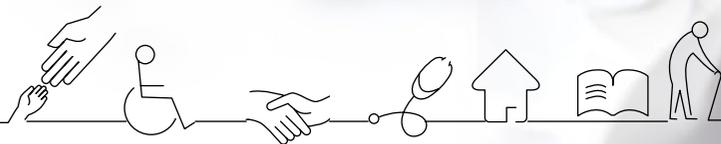
European welfare agencies handle more than 50,000 citizen interactions each day. Every interaction must be processed efficiently and accurately. The EnablesWel solution for core business processes brings this efficiency to both civil servants and citizens alike.



People matter, results count.



The Transformation Challenge



The Transformation Challenge

Setting the scene

Issues

Solution

Partners

Benefits



Are you up to the transformation challenge?



Welfare agencies across the world are facing significant challenges brought about by changing demographic trends and policy reforms. An aging population is putting the benefits system under pressure and will ultimately increase the cost of healthcare provision.

Add to this a growing demand for welfare payments and rises in unemployment as a result of Europe's economic turbulence, and it is clear that government spending has reached unsustainable levels.

With many current welfare models no longer fit for purpose, it is no wonder that governments are looking for new approaches to managing welfare provision. But any change in a country's welfare provision will have a profound effect on the social fabric of society. Nonetheless, it is essential to modernize the public sector with up to date services, modern approaches and new partnerships.

Enabling policy reform

Policy reform is part of the solution. In the UK, for example, changes to the eligibility age for state pensions mean later retirement, while both Slovenia and Finland are reducing the period and level of unemployment benefits as an incentive to turn the unemployed to work.

Enabling structural change

Structural reform is also part of the solution. Some countries, such as France, are consolidating multiple agencies to ramp up service levels to citizens. Elsewhere, such as in Latvia, welfare responsibilities are being transferred to local government bodies to offer services more efficiently. Partnerships between employment services or between public and private organizations are also being explored.



The Transformation Challenge

Setting the scene

Issues

Solution

Partners

Benefits



Capgemini's

EnablesWel enables

95%-98%

of all standard claims to be settled automatically.

Enabling technology enablement

Technology will play a pivotal role in enabling not just this policy and structural change, but broader efficiency improvements as well. Technology is already helping to identify and prevent benefit fraud and is controlling costs with the digitization of services to the unemployed, for example in the Netherlands.

Innovative technology will enable the automation sitting at the heart of these efficiency improvements in benefits payments and various administration processes.

The EnablesWel solution from Capgemini, in partnership with Oracle and Prosodie (part of Capgemini Group since 2011), is enabling welfare transformation and is making this a reality.

Automate with EnablesWel

EnablesWel provides a range of ready-to-use assets supporting the automation of repeatable processes that can settle 95%-98% of all claims automatically. The results are compelling:

- Quicker settlement of claims;
- Greater throughput of claims, notifications and updates;
- Real-time processing of citizen interactions;
- More bandwidth for agency staff to deal with complex cases.





Today's Issues





What are the real issues welfare agencies face today?



As welfare and employment agencies look to transform and digitalize their welfare administration processes, there are two areas of concern: the back office, including the core business of management, administration and internal functioning of the organization, and the front office embracing citizen service effectiveness.

Agencies are asking 'how' to make a difference in each of these areas and ease the process of interaction between government and citizens.

Back office issues

- Do more with less: with smaller operational budgets, retiring workforces, and the consolidation of some agencies, it is vital to improve processes and make them more efficient;
- Use more information more effectively: information and the rise of Big Data entering the enterprise across multiple channels has the potential to become a valuable asset by creating a more holistic view of citizens – but only if it is well designed and well managed;
- Get the most out of the workforce: increasing claim submissions demands greater technology to balance the load. Process and technology enhancements can be considered for automation of claim processing and better routing of claims across the spectrum of operations – claims processing, qualification, scrutiny;
- Modernize agency systems: can systems be modernized without being scrapped so that they interface with new channels for citizen interaction, such as online, mobile etc?

Front office issues

- Ensure citizen convenience: today's citizens are increasingly demanding and expect a constantly improving level of service along the lifecycle of their dependency on state-provided welfare and benefits;

Today's Issues

Setting the scene

Issues

Solution

Partners

Benefits



- Achieve a 360° picture of welfare claimant: understanding citizen needs at any one moment in time demands the ability to listen to their requirements in a constantly changing economic environment. This will improve processes to ensure responsiveness, reduce error, and eliminate fraud;
- Make the most of new channels to market: welfare agencies are not just modernizing IT to enhance operational efficiencies; they're using it to manage interactions via new channels, such as portals and smart devices.

How does EnablesWel help?

EnablesWel modernizes the core business processes of social security, benefits, and unemployment agencies, and initiates digitalization to address and impact the way an organization functions. It is based on Capgemini assets - including process and technical methodologies - for automated processing, Oracle products for technology transformation and Prosodie-Capgemini multichannel technology and services for customer interactions.

EnablesWel:

- Provides a 360° picture of each citizen's interaction with the agency
- Enables automation of processes with advanced business rules to help isolate errors and exceptions earlier in the process
- Significantly reduces errors and extensions caused by manual evaluation and processing
- Helps manage all channels of communication with citizens via a low-cost, integrated multichannel front office, significantly reducing costs, and freeing up agents to focus on other business services
- Speeds up operating payment processes and makes them both compliant and more secure
- Provides new generation interfaces for civil servants to better and replace the commonly used redundant and unresponsive interfaces
- Reduces IT complexity and enables effective self-service and communications

EnablesWel enables quick wins by allowing the incremental rollout of different solution components for a rapid return on your investment (ROI).





Our Solution



HEALTH INSURANCE CLAIM FORM

PATIENT DETAILS:

Section 1 - FOR OFFICE USE ONLY:

Medical Description

Medical SL

Medical Pr

Section 2 - Name

Client Reference Number

Policy

First





Making government welfare systems faster and more efficient

EnablesWel components

Prosodie-Capgemini Odigo Multichannel Interactions Management: Cloud-based value added service enabling ease-of-access to citizens across email, interactive voice, chat, internet, social media, mobile apps with hosted infrastructure and telecom integration.

Electronic Mailroom: An internal messaging service on standard format, integrated with functional components of the framework optimized to automated or interventional processes.

Workflow Optimizer: A configurable component that aligns incoming messages to appropriate processes that run through policy, financial and document management functions.

With a long tradition of working with welfare agencies, Capgemini understands the sensitivities around modernizing welfare provision and administration processes. But there are also huge opportunities that must be seized for agencies to run more efficiently and cost effectively. Capgemini has partnered with Oracle and Prosodie-Capgemini to bring the compelling EnablesWel offering to market in response to this need.

EnablesWel is built on:

- Capgemini ready-to-use assets for processes such as data management and modeling, processing and case prioritization and internal skills availability management
- Oracle applications and expertise in the public sector
- Prosodie solutions for delivering a multichannel customer experience in the welfare industry

Step-by-step approach gives flexibility

EnablesWel is a dual purpose solution for both back office and front office welfare administration transformation and digitalization. Welfare agencies have flexibility on whether to start in the front office or back office, or simply to focus on the area in most need of change.

Our Solution

Setting the scene

Issues

Solution

Partners

Benefits



Business Rules: A business rule configuration tool that processes input to applicable policy.

Financial Manager: An accounting and finance application that calculates the correct gross and net amounts, the deductibles, handling of receivables and settlements and payable amounts to beneficiaries.

Document Management: Storage of electronic documents tagged to processes in the overall system.

Correspondence: A configurable correspondence management engine working across integrated modules with Quality Assurance (QA), channel configuration rules, approval and standardization features.

Citizen 360: A components that provides a single view of the citizen over integrated welfare cycles.

Management Information: A management information system with pre-configured and configurable dashboards that guide policy performance and modification.

This flexibility extends deeper into the solution with components that can be implemented one step at a time, rather than in a big bang approach. This means that agencies can priorities their biggest challenges, such as channel aggregation, business rule automation or budget constraints, and gain quick wins to show results (see left for the different solution components).

Making procurement simpler

Taking a components-based approach allows welfare agencies to transition to modernized systems over a planned period. Procurement can be broken up so that critical requirements are met first without the need to procure an end-to-end system. Smaller, but well defined and more easily managed components give welfare agencies a greater degree of freedom from vendor or platform lock-ins.

Scale without increasing manpower

The components within EnablesWel are scalable both to increasing volumes and to additional services, such as third party web services integration, channel integration, multi-agency consolidation, and core application/process enhancements etc. This scalability allows welfare agencies to address changing demographic trends that add to the workload without the need to increase internal manpower.





How does EnablesWel work?

Built on a powerful and flexible Oracle Service Oriented Architecture (SOA), EnablesWel includes a cloud-based communications offering that allows welfare agencies to dramatically improve welfare business responses managing all the complexity of interactions and without CapEx costs of building or upgrading infrastructure.

EnablesWel supports processes in two areas:

- Citizens and welfare administration: seamless and effective interaction between the citizen and the welfare agency;
- Core updating of the claims process through to payment: making the process reliable, error free and quick using technology.

Citizens and welfare administration

Welfare agencies are seeking ways to enhance the citizen experience using the most advance tools for interaction, quicker and modern telecommunication services, and the right support integrated with services such as 'skills availability management systems'.

EnablesWel achieves this with the following:

- Smart tools making the work of the civil servants much more efficient and leading to greater citizen and civil servant satisfaction;
- Intelligent management of multichannel citizen preferences for addressing their problems. The response channel can be via internet, phone, smartphone, email a number of other digital means, such as SMS depending on which is the most efficient and in line with individual citizen expectations;
- Cloud-based platform providing more functionality with less investment. Pay-as-you use in the cloud allows the welfare agency to manage its multichannel interaction on a real time basis 24/7 to provide always-available citizen services.



What is EnablesWel used for?

Employment, re-employment and other welfare processes

- Enhancing multichannel interaction between citizen and employment agency
- Checks and balances ensuring transparency and compliance
- Unemployment benefits administration and claims processing

Adaptive automated processing

- Policy automation
- Optimization options for automated and manual processing (or) intervention
- Electronic mailroom and channel orchestration

All-channels interactions management

- Welfare focused channel optimization increasing citizen satisfaction
- Quick communication services and flexibility to organizations
- Autonomy for the welfare administration and a to move towards new services
- Pay-as-you-use model to permit government agency cost-saving

Core updating of the claims process through to payment

Today's welfare agencies are rising to the challenge of improving the citizen experience with faster, more accurate processing by using automation to process repeatable processes.

Digitalization and automation sits at the heart of the EnablesWel solution, which features the following:

- 95%-98% of the end-to-end claims process are settled automatically and powered by a 'straight-through-processing' booster mechanism;
- 2%-5% of all exceptional claims are processed manually using a pre-configured and powerful content management system;
- A 360° view of other citizen databases allows welfare agency teams to make the right decision for the small percentage of claims that have to be handled manually and individually;
- Additional functionalities include an Avatar on a portal that is linked to a phone call, video conferencing, co-browsing or sharing desktops between civil servants and citizens. These can all seamless interact;
- A core business rule engine gives the solution flexibility, enabling it to respond changes in government or local authority policy.

EnablesWel drastically reduces the claims processing time. This speed cuts the cost of welfare administration and delivers a responsive, citizen-centric service.



How is EnablesWel implemented?

EnablesWel can be quickly and easily implemented, with quick wins built into the process to ensure a rapid ROI. This is due to the solution structure that is built on components, rather than a full system.

Working with Oracle and Prosodie-Capgemini, depending on which components form part of the solution, Capgemini has reduced the implementation timeframe from a typical system roll-out of 4 to 5 years, down to just 2 to 2.5 years from the start of the transformation process. Or even just 2 months to 1 year for a channel management transformation with Prosodie-Capgemini technology.

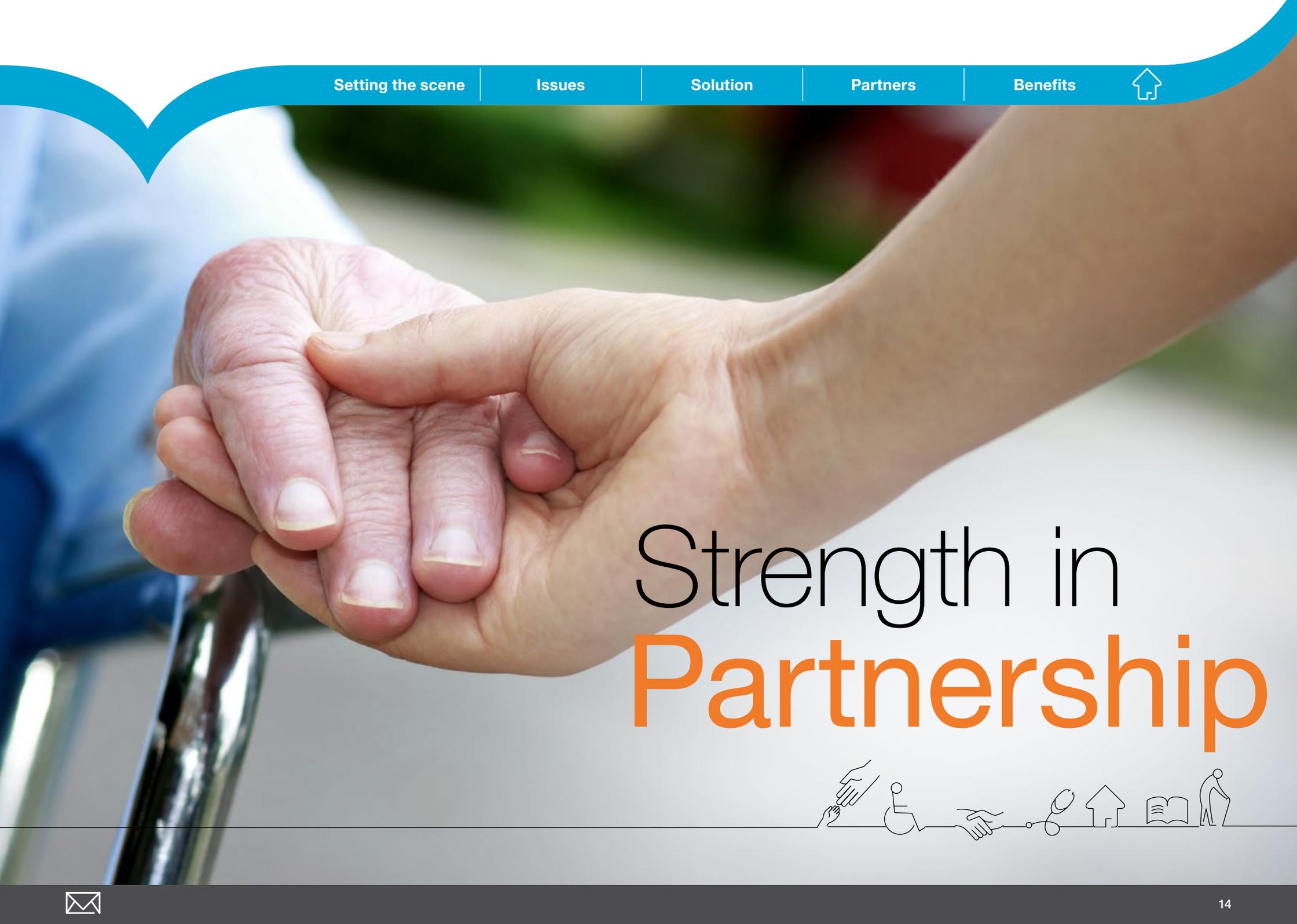
Pre-packaged components make roll-out cost effective. Quick wins accrue at incremental stages of the wider implementation program from year one.

Capgemini works in partnership with the welfare agency to determine the strategic priorities and define which components will have the greatest impact at an early stage. Ensuing components are easily added to the solution because they are tested and proven to integrate with each other.

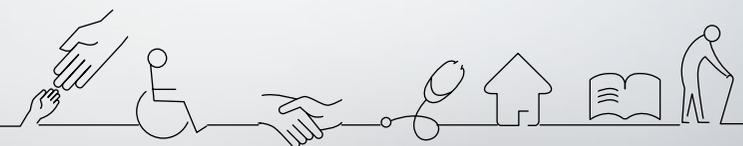
The pay-as-you-use communications components are based on the Odigo Prosodie-Capgemini solution and require marginal-up-front investment due to its cloud-based platform, and Prosodie-Capgemini's business model.

Dynamic response

EnablesWel is highly scalable, offering a dynamic response to changing welfare administration volumes. This makes it a future-ready solution, giving welfare agencies the flexibility to scale up without increasing internal manpower. This means it is possible for the agency to handle more real-time error free transactions without adding to the cost. Fundamentally, EnablesWel frees up welfare agency teams to concentrate on and enable future business priorities.



Strength in Partnership



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Setting the scene

Issues

Solution

Partners

Benefits



Strength in partnership



Capgemini is working in partnership with Oracle and Prosodie-Capgemini to bring EnablesWel to the market.

Capgemini

Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. Present in 44 countries with more than 125,000 employees, the Capgemini Group helps its clients transform in order to improve their performance and competitive positioning.

Capgemini is a Global Diamond level partner for Oracle and the winner of the Oracle Global Applications Partner of the Year 2011 with 13,000+ Oracle resources worldwide. We have successfully delivered 5,000+ Oracle engagements and are recognized by both Gartner and Forrester as a leader for Oracle Applications implementations. Capgemini's EnablesWel leverages our:

- Proven track record of successful systems integration within social welfare arena
- Recognized competence in Europe in the EnablesWel technologies and components integration knowledge for faster and safer implementation
- Centers of Competence for industry expertise and global production model to deliver transformation objectives
- Longstanding and thriving partnerships with Oracle and Prosodie within the tax and welfare industry



Strength in Partnership

Setting the scene

Issues

Solution

Partners

Benefits



Oracle

Oracle brings a compelling technology framework for the public sector and its Oracle Engineered Systems. EnablesWel draws on:

- Oracle Customer Relationship Management and Content Management technologies to deliver a 360° view of the citizen
- Integrated Oracle Policy Automation (OPA) business rule engine to enable compliance and significantly reduce errors through the integrated OPA business rule engine from Oracle
- Oracle E-Business Suite engine to speed up operating payment processes and make them more secure
- New generation interfaces for civil servants to facilitate efficiency and replace the commonly used redundant and unresponsive interfaces

Prosodie-Capgemini

Prosodie-Capgemini brings a unique experience in the business of welfare and a branded suite of product and services for efficient and seamless channel management. Its front-office technology capabilities within EnablesWel include:

- Prosodie-Capgemini Odigo Multichannel Interactions Management with full cloud value added services to manage all channels of communication with citizens and companies, significantly reduce costs, and free up agents to focus on other business services
- Prosodie-Capgemini Odigo to enable ease-of-access to citizens and companies across email, interactive voice, chat, internet, social media, mobile apps with hosted infrastructure and telecom integration
- Pay as you use cloud platform that can manage multichannel interactions on a real-time basis 24/7
- A robust Multi Business Processing System that aids scalability allowing organizations to manage more transactions without increasing internal manpower





The Benefits





Enabling process modernization benefits



EnablesWel has been developed as a repeatable solution for use in the modernization of 21st century welfare administration processes. It can digitally transform an agency to ease interaction between governments and citizens through improved and digitized back office and front office processes.

Implementation of EnablesWel leads to:

- Reduced costs, better flexibility and improved efficiency for government agencies with fewer errors, better visibility, the ability to monitor and measure performance, and shortened processing cycle times;
- Low cost, compatible and flexible multichannel front office connectivity between agency and citizen;
- Component-based approach to implementation to meet priority needs in a rolling automation implementation program;
- Better service as a result of citizen-focused, fast and personal interaction across all available channels to suit individual citizen preferences;

A template for modernization

The EnablesWel framework delivers a verifiable template for modernization, allowing welfare and employment to focus on policy, strategy and citizen support. By adopting EnablesWel's modular architecture, agencies can work within available budgets and accelerate their business transformation in line with strategic priorities in the three areas of operations, citizen services, and sustainability.

With the flexibility to rapidly adapt to the change in volume demanded by escalating citizen needs and evolving government policy at any given time, EnablesWel is modernizing the core business processes of welfare and employment agencies.

The Benefits

Setting the scene

Issues

Solution

Partners

Benefits



Business Transformation Strategic Priorities

Operations:

Streamline processes and improve productivity

- Processes
 - Balance, prioritize and accelerate benefits administration processes
 - Process bottleneck management
- People
 - Improve utilization
 - Accelerate audit
 - Resource enablement with automation of business rules

Citizen services:

Enhance citizen experience by enabling multi channel interactions

- Channel management
 - Readiness
 - Aggregation
- Speed of service and citizen satisfaction

Sustainability:

Be future ready with our scalable, flexible and agile framework

- Scalability
 - Consolidation ready
 - Modularity to ramp up/down services on demand
 - At a reducing cost of vendor dependency and ownership.





Find out more

Find out how Capgemini's EnablesWel solution can help your organization transform the business of welfare.

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With more than 125,000 people in 44 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2012 global revenues of EUR 10.3 billion.

Together with its clients, Capgemini creates and delivers business and technology solutions that fit their needs and drive the results they want. A deeply multicultural organization, Capgemini has developed its own way of working, the Collaborative Business Experience™, and draws on Rightshore®, its worldwide delivery model.

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