

Advanced Web Technology Streamlines European Funding at the Welsh Government

How Welsh European Funding Office (WEFO) and Capgemini teams collaborated in an award-winning programme that puts Wales ahead of the rest of Europe in the efficient handling of EU structural funds

The Situation

European funding is important to the Welsh economy and Welsh society, with some £3.9 billion available to Wales from the European Regional Development Fund (ERDF) and the European Social Fund (ESF). The Welsh Government's Welsh European Funding Office (WEFO) was determined to ensure that applications for funds – from businesses, communities, public and third-sector organisations – could be handled quickly, efficiently and with minimum bureaucracy.

The Solution

Working with the Welsh Government's long-term IT outsourcing partner, Capgemini UK, the joint WEFO and Capgemini team quickly decided that in a connected world, the logical solution was to offer a fully online facility to applicants, eliminating the need for unnecessary paperwork and lengthy phone calls. The WEFO Online project harnessed advanced web

technology to produce a user-friendly solution – and one able to handle the complexity of the European Union (EU) rules involved, to incorporate the financial and security safeguards essential for handling large sums of public money, and to flexibly accommodate frequent changes in EU legislation.

The Result

The project was completed to a tight deadline making Wales the first of the 40 regions in the EU to have a fully functional online funds processing system. The system successfully processed applications for 176 projects with a total value of £1.3 billion in its first two years, cut processing times in half, and won the 'IT Outsourcing Project of the Year' award from the European Outsourcing Association, and, in a separate awards

“The efficiency of WEFO Online is crucial to the successful delivery of the European Structural Funds, which support jobs and growth across the Welsh economy. I applaud the WEFO and Capgemini teams whose hard work and commitment have resulted in such a tremendous success.”

Damien O'Brien,
Acting Director of European Programmes
Directorate, Welsh Government

scheme, the top IT award from the UK's National Outsourcing Association.

How the Welsh Government and Capgemini Worked together

The Capgemini focus at the Welsh Government's Welsh European Funding Office was primarily on collaborative working to maximise WEFO business performance for the benefit of the Welsh economy. Great importance was placed on achieving the highest overall service levels. In designing and implementing WEFO Online, a joint team of Capgemini IT and business transformation specialists worked seamlessly with people from WEFO's own ICT and Business Change units. The team composition ensured that all stakeholder views and needs were taken fully into account, and that the best of today's web technology was selected and properly integrated into the delivered solution.

The WEFO Online solution integrates best-of-breed workflow, document management, web browser and scanning technologies into a highly effective case management solution. It also includes the first fully bilingual (English and Welsh) internet-based application for Welsh Government.

In addition to selecting Capgemini to create WEFO Online, the Welsh Government also chose Capgemini to support the new system (until 2016) under a long-term outsourcing contract.

A key feature of the programme was the determination by both WEFO and Capgemini to put in place monitoring processes to provide objective, numerical measures at frequent, regular intervals of both business and technical performance of WEFO Online. The numbers recorded during the system's operation to date (more than two years now) tell an impressive story. For business objectives (such as the percentage of EU money available each year actually being paid out, or the percentage of claims authorised within 21 days of being submitted, or the number of claims processed per year, or the average time taken to process claims), and for IT objectives (such as systems

availability, or the number of new releases achieving a right-first-time error-free rating), the results have been the same: all objectives have been met in full, and in most cases significantly exceeded.

Capgemini also applied its formal client satisfaction review process to check on WEFO's views on relatively intangible objectives, for example 'responsiveness to new requirements', 'development of high quality relationships with WEFO staff', 'organising the team to achieve results'. In all these areas WEFO has consistently awarded Capgemini an 'excellent' rating – the highest available. With WEFO firmly established as a key part of the Welsh social and economic landscape, a further important feature of the way in which WEFO and Capgemini work together has come to the fore. That is the refusal of both

parties to rest on their laurels and their joint determination to demonstrate a policy of continuous improvement – and tangible results from that policy. This has already led to efficiency savings of more than £200,000 per annum.

The programme has made Wales a top performer among the 40 regions in the European Community for the efficiency of its EU Structural Funds administration, and proved that this complex challenge can be successfully met when intelligently managed and supported by an excellent IT and outsourcing partner. It has also brought significant benefits to the future of the Welsh economy and the Welsh nation.

If you would like to find out more about this project, please contact:
success.story@capgemini.com



About Capgemini

With more than 115,000 people in 40 countries, Capgemini is one of the world's foremost providers of consulting, technology and outsourcing services. The Group reported 2010 global revenues of EUR 8.7 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.

Learn more about us at
www.capgemini.com

Rightshore® is a trademark belonging to Capgemini

Capgemini UK
Public Sector
IT Transformation

Approved by
Damien O'Brien, Acting Director of European Programmes Directorate, Welsh Government
Andy McDonough, Business Development Director, Capgemini UK plc
Gareth Hodge, Service Delivery Manager, Capgemini UK plc

About WEFO



The Welsh European Funding Office (WEFO) is part of the Welsh Government and manages the delivery of European Union Structural Funds programmes in Wales. The 2007–2013 European Structural Funds programmes are investing in projects that can help achieve sustainable growth and jobs in Wales. As of 31 January 2012, a total of 255 projects have been approved EU funds

of some £1.6 billion, representing a total project investment of some £3.18 billion. These will help provide over 27,600 opportunities for businesses and some 600,000 employment and training opportunities for individuals across Wales. Total expenditure for EU projects is nearly £1.2bn (EU funds some £552m), based on claims submitted by sponsors and paid by WEFO.

For more information, please visit:
www.wefo.wales.gov.uk