



IMSERSO
Madrid, Spain
www.saad.mtas.es

Industry:

Public Sector

Annual Budget:

US\$4.9 billion

Employees:

2,250

Oracle Products & Services:

Siebel Public Sector CRM
Siebel Remote Client
Siebel Analytics
Oracle Master Data Management
Siebel Customer Order Management
Oracle Database

Implementor:

Oracle Consulting

Oracle Partner:

Accenture
www.accenture.com

“Oracle’s Siebel applications provided a robust and reliable solution enabling us to quickly introduce a new law to care for the elderly and disabled, as well as manage public requests.”

– Javier Ballesteros, Director of Information Technology, IMSERSO

IMSERSO Accelerates Introduction of Law for Care of the Elderly and Disabled; Quickly Obtains Results

The Institute for the Elderly and Social Services (IMSERSO) is a public organization within the Spanish Ministry for Education, Social Policy, and Sports. The Ley de Dependencia—Law for Dependent People—passed in 2006 recognizes the right of citizens unable to look after themselves (the elderly and the disabled) to receive government services and grants. IMSERSO introduced the “System for Autonomy and Care for Dependent People” (SAAD) to enable regional governments to manage their internal processes related to the Law for Dependent People.

Challenges

- Introduce a robust and reliable solution that will allow IMSERSO to quickly apply the “Law for Dependent People” and obtain immediate results
- Implement an open IT system to allow easy integration with bodies such as municipal and regional governments
- Manage processes needed to implement the law, such as evaluating dependence levels, recognizing rights, configuring services, calculating grants, and determining follow-up actions
- Provide a multi-channel platform for providing information to the public—in person, via the internet or via the call center.

Solution

- Worked with Oracle Consulting and Accenture to implement Oracle’s Siebel applications in just six months, enabling IMSERSO to manage processes established in the Law for Dependent People
- Incorporated additional features ranging from evaluator mobility to the definition of more than 150 indicators used in dependency level assessment
- Enabled the creation of a single profile for each dependent person and allowed dynamic management of the catalog of services and their costs
- Allowed IMSERSO’s 2,000 mobile evaluation agents equipped with tablet PCs to manage more than 380,000 cases at the SAAD in one year
- Enabled regional governments to incorporate their specific requirements and integrate their management systems with the new Siebel system