



Agefiph
Paris, France
www.agefiph.fr

Industry:

Public Sector

Annual Revenue:

US\$951 million

Employees:

320

Oracle Products & Services:

Siebel Public Sector Sales

Oracle Partner:

Cap Gemini
www.capgemini.com

“Thanks to Oracle’s Siebel Public Sector, we have streamlined and optimized the administrative procedures for processing 60,000 yearly claims from disabled individuals and companies. Now on we can evenly disperse the load among our 19 agencies, who now share the same tool, to enhance productivity.” – Yves Nonat, Head of Information Systems, Agefiph

Agefiph Accelerates Processing of 60,000 Annual Claims, Enhances Service and Responsiveness

Agefiph is a private organization that provides the disabled with access to private sector employment. Through its agreement with the French government, Agefiph provides 200,000 disabled individuals and 85,000 companies with assistance (in particular, subsidies), advice, and it provides service providers with network support.

Challenges

- Replace limited in-house solution with an easily-expandable claims management application
- Ensure system longevity and flexibility by selecting an established vendor with a product enhancement roadmap
- Improve customer-facing claims management processes with disabled individuals and companies
- Establish new procedures to improve partner productivity within 35-hour work-week parameters

Solution

- Selected Siebel Public Sector for its configurability to support Agefiph’s subsidy grant-control rules
- Standardized administrative claims management, approval, and follow-up processes throughout 19 regional agencies using Siebel Public Sector
- Rolled out the solution to 190 assistants, researchers, and regional representatives
- Accelerated payment of simple claims 71%
- Notified beneficiaries approximately seven days earlier than before by validating 80% of decisions in one-to-two days
- Decreased instruction time in 10 regions due to standardization
- Enabled junior staff to assume select claims instruction and interpretation responsibilities—freeing executives to focus on other strategic activities
- Alleviated researchers’ tasks—providing more time to develop partner benefit activities
- Improved the solution’s availability throughout the agencies’ nine time zones using Siebel Public Sector
- Worked with Oracle Partner Cap Gemini to deploy the IT infrastructure quickly and efficiently