



## Italian Government Streamlines State Benefits Programs

### Ultimus Case Study

- **90%** of activity now managed at local level
- **Flow** optimization and reduction of document production time
- **Real** time document monitoring and check up during its life cycle
- **Balance** of Employee Work Loads
- **Integration** with a leading document management system
- **Increased** quality of service for customers
- **Improved** visibility for managers

## Italian Social Security System



### Process Description & Background/Need

The Italian government is using Ultimus to manage a number of its state benefits programs. INPS, the social security program, is responsible for management of retirement pensions, disability programs, and survivor benefits. INAIL, the equivalent of national disability insurance, protects workers against poverty caused by loss of employment due to workplace accidents. INPDAP manages the pension system for government employees.

### Points of Pain Addressed

The government of Italy began a concerted BPM effort to manage an overwhelming flood of paperwork and to centralize its disjointed social service programs. In doing so, the Italian government sought to significantly improve customer service to its constituents and eliminate customer facing issues by broadening visibility and automating repetitive manual recordkeeping steps in its processes.

### Solution Overview

The government agencies selected Ultimus as its BPM platform of choice based primarily on their need to deploy automated processes rapidly. They singled out Ultimus because of its ability to quickly develop, test, and deploy business processes. In addition, the ability for the Ultimus BPM Suite to interface with an existing document management system (DMS) made the Ultimus solution an easy choice.

At the INDAP, the Ultimus BPM Suite was integrated with back office activities and a call center to help improve customer service. External users can inquire about pension-related activities, such as general benefits, survivor benefits, disability benefits and status of claims. With Ultimus, users can gather information via fax, email or phone. Ultimus has been embedded in the agency's portal interface, allowing customers to launch process incidents. The processes then perform functions like requests for information or claims processing.

Questions are managed and recorded quickly and documents are automatically routed and stored through the DMS interface.

### Recap of key benefits and summary

As a direct result of Ultimus BPM and automation, state-run benefits programs are now managed through a centralized repository with local locations to assist citizens within their regions. 90% of the processes are now being handled at peripheral locations. Other benefits are extended to employees, customers and management. Each department now more quickly answers citizens' questions. The process ensures that correct and approved answers are delivered. Unanswered questions are tracked and escalated. Citizens and managers have a view into the processes, improving both customer satisfaction and management control.



Finally, better integration with the document management system has reduced workload and improved recordkeeping.

These benefits have improved the overall operation of each agency, while improving both customer and employee satisfaction.

For more information on the Ultimus BPM Suite and how it can help you company become an agile enterprise, please visit [www.ultimus.com](http://www.ultimus.com).