

CNAMTS

CNAMTS improves its service quality by automating the processing of 200 million documents a year



Business overview

Founded in 1945, the French general Health Insurance plan aimed to provide healthcare for all according to their needs, whatever their age and financial situation. Today nearly 55 million people enjoy its benefits.

The National Health Insurance Fund for Salaried Employees (CNAMTS), created under the terms of the order of 1967 which divided Social Welfare into autonomous branches (sickness, family, and old age), is a national public administrative establishment supervised by two separate bodies (the Ministry responsible for Social Security and the Ministry for Economics and Finance) and is a financially autonomous legal entity. It sets a national plan, the health insurance policy in France, and controls bodies responsible for implementing them, including the 101 primary health insurance funds (CPAM).

Challenges

A range of information exchanges

As part of its daily activities, the general Health Insurance plan exchanges a high volume of information with insured parties, health professionals, and employers. In order to cope with the constant increase in the amount of data and a reduction in the workforce available to process it, CNAMTS needed to constantly improve its productivity, in particular by computerizing and automating as many of these processes as possible. An initial automation phase was completed by installing the SESAM-VITALE system from 1999. The result was that 80 percent of health insurance expenses are managed with only 20 percent of the fund's resources.

But there are still paper and manual processes, and 20 percent of these expenses are not covered by automated processes (because some professionals, for example, do not have Vitale card readers). "This is why CNAMTS decided to launch the most extensive enterprise content management project in French public bodies. DIADEME (Digitization and Automatic Indexing of Documents and Electronic Messages) is an automated document production system used to reduce the amount of paper that the fund handles in its business processes. It means that documents can be accessed quickly, shared and consulted simultaneously, and information can be supported with histories and comments," confirmed Patrick Gendre from the CNAMTS Information Systems department.

EMC solution

DIADÉME: Modernizing document management

For CNAMTS, enterprise content management represented the most efficient way to modernize the work station and to eliminate various non-essential, non-value-added actions associated with handling paper. After carrying out full scale tests with different solutions, CNAMTS sent out a request for proposals (RFP) to develop a national solution that could automatically classify and index the documents used in the business processes while supporting document workflows and process automation.

Key figures (after the solution has been fully rolled out)

- 200 million documents processed per year
- 25,000 users
- Processing divided between nine IT centers and 101 health insurance funds
- Eight master documents and ten other documents recognized automatically
- Currently 1.25 million pages/day and 2.75 million pages/day in the future

With EMC Documentum xCP, CNAMTS is going paperless and automating its document management processes to increase productivity, improve service quality, improve the reliability of request instructions, and reduce costs.

With this project, CNAMTS was also pursuing six formal objectives—improving service quality, improving the reliability of instruction work, reducing processing times, cutting logistics expenses, simplifying control operations, and improving workload control. This project was won by a proposal from Cag Gemini and EMC, whose offer was one of the most economical alternatives and, according to Patrick Gendre, “was the best in terms of functions and technology.”

EMC Documentum xCelerated Composition Platform: A complete, integrated platform
EMC® Documentum® xCelerated Composition Platform (xCP), the solution proposed by EMC, is a dynamic applications platform that provides fully integrated technologies, development and rollout tools, and application accelerators. It combines content management, business process management, intelligent content capture, client communication management, collaboration, file management, analysis, reporting, technical and business monitoring, and compliance management in a single environment. The application design is based on configuration rather than coding, reducing complexity and the risks associated with projects, which is crucial for a project of this size.

“Cag Gemini and EMC Documentum were able to combine their know-how and expertise perfectly, offering the best combination of functional/technical solution, service, and price. The proposed solution was able to incorporate the existing document acquisition solution and link it to the CNAMTS information system.”

Patrick Gendre, CNAMTS Information Systems Department

CNAMTS now uses EMC Documentum TaskSpace to create and quickly roll out intuitive applications suitable for each business process role. EMC Documentum Content Server is utilized for saving, managing, and rolling out all types of content and providing a centralized repository. CNAMTS also uses EMC Documentum Process Engine, a workflow and business process management (BPM) engine, and EMC Documentum Business Activity Monitor, a functional, technical, and business monitoring tool.

Workflows organized around electronic baskets

The enterprise content management system automatically classifies and recognizes eight “master” documents (proof of salary, notification of work stoppage, accident declarations, and others) and ten other types of documents (pay slips, hospitalization reports, birth certificates, and others). Automatic document recognition functions are used to extract certain data, such as social security numbers, which are used to index and route the document.

The document is forwarded via a customizable system of “electronic baskets” (similar to “in trays”) containing requests pending processing. The document is not, therefore, routed to a particular user, but to an initial processing basket, which manages the task distribution process. There are several baskets dedicated to different functional domains—medical, administrative, expert reports, and others.

“The basket management process operates alongside the BPM, but there is no correlation between the two: each CPAM can manage its own baskets and customize EMC Documentum TaskSpace to suit its own practices and specific features. Just as a town center doesn’t work in the same way as a city center, so we focus on respecting users’ working methods as much as possible,” said Patrick Gendre.

Benefits

- Reduced paper handling
- Shorter processing times and more reliable file instructions
- Improved service quality
- Reduced logistics expenses and improved workload control
- Simpler control operations
- Flexibility: a solution implemented in nine regional CTIs and targeted at 101 CPAMs
- Network load transparency

Summary

According to Patrick Gendre, although the tender relates to a four-year contract, a number of indicators show that the project is on the right track after just one year: “The interface has been well received by users and it has performed as expected right from the outset. The rollout method used has proved to be very effective: rapid launch of a V1 to refine the settings, then a more extensive V2 using the final rollout platform. It promotes communication with and feedback from users, while providing the necessary flexibility to manage a system hosted by nine regional IT processing centers,” he continued.

Patrick Gendre also states that one of the other success factors of this project is the complementary nature of the EMC Documentum and Capgemini teams, as well as their continued commitment. “A project of this size cannot be completed without the full commitment of all the teams and without constant communication. EMC Documentum and Capgemini always do their utmost to take into account feedback from our users and constantly improve the application,” he concluded. “For example, in the future we are going to incorporate other business applications to avoid having to re-enter data, and we are going to include other business processes (about thirty in all). We still have some way to go, but we’ve got great support!”

“In the future, 25,000 agents will use the system. As soon as the solution is rolled out in full, an average one million documents will be digitized and integrated into the ECM system every day. Eventually, 2.75 million pages a day will be integrated into the system. In total, 200 million documents will be handled each year.”

Patrick Gendre, CNAMTS Information Systems Department

Capgemini is present in more than 30 countries and employs 90,000 staff. It is the world’s leading consultancy, IT services, and facilities management company. It helps its clients to transform their businesses and improve their performance by advising them on the most suitable technologies.

“The success of this major project for CNAMTS perfectly illustrates Capgemini’s abilities in its role as an integrator for major information system conversion programs. The successful collaboration with EMC allowed them to grasp both CNAMTS’s functional requirements and the technical requirements of the task. They subsequently recommended and implemented first-class solutions. The satisfaction that insurance office agents are already expressing after the rollout of the first version of DIADÈME reinforces, and is a reward for, the strong motivation of our teams, who are committed to this major project,” remarked Jean-Luc Assouly, director of Capgemini’s NICT Skills Center.

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