

# Capgemini Business Agility: Public Benefit Process with Oracle technology

## 1 Business Challenge

- Public organizations have legal tasks assigned by local or central government to assess and execute entitlements of benefits. The quest for a more efficient public organization requires agile behavior regarding
  - Overall compliance and flexibility
  - Regulations by law
  - Quality assurance

## 2 Solution

- A structured and standardized process ensures that execution is in accordance with legal requirements. The process focuses on:
- Arbitrary and traceable decision making
  - Quality through decision rules, internal audits and unified communication
  - Control of critical response times

## 3 Results & References

- Implementation at a large social sector organization enables them to move from 90% manual work towards 90% automated benefits execution
- Faster implementation of changing regulations
- Direct insight in benefits procedures
- Improved compliance
- Improved customer satisfaction

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