



Case Study: Acerta



Customer Overview:

As a leading HR services provider in Belgium, Acerta specializes in offering advice on all HR-related matters and in the digitalization and organization of administrative processes concerning payroll management, social security, child benefit and branch formalities.

The Acerta Group supports entrepreneurs at every step of the business growth and with every HR process by offering excellent services through Acerta Ondernemingsloket, Acerta Sociaal Verzekeringsfonds, Acerta Sociaal Secretariaat, Acerta Kinderbijslagfonds and Acerta Consult. With Acerta Consult and Kern Selection, the group also proves to be an active player in the recruitment and selection business, and the management and development of human capital.

Today, Acerta has more than 1,100 employees in 23 offices in Flanders, Brussels and Wallonia. In 2006, the Acerta Group generated a revenue exceeding 105 million Euro.

Acerta has improved customer service by streamlining file access and storage with Global 360

Challenges

Acerta's Family Allowance Fund is one of the largest family allowance funds in Belgium, accounting for 14% of the market. With more than 31,000 affiliated employers, the Fund pays family allowance benefits totalling some 32.2 million euros a month to around 130,000 families. Over 130 administrative staff ensure that correct payments are made, as well as providing customer support and advice.

At that time, approximately 50,000 files containing 3.7 million paper documents were archived in 12 huge rotating archive storage cabinets.

Because family allowance funds receive their income from government subsidies, the company was unable to justify investment in new premises. Instead, the company recognized the need for an electronic alternative.

Prior to the merger between SBB and VKW, SBB's Family Allowance Fund was fast running out of storage space for its archived paper documents. They were - as they receive their income from government subsidies - unable to justify investment in new premises. Instead, they recognized the need for an electronic alternative.

Solution

"We were looking for an electronic document system which would minimize our storage requirements. This would also offer us significant additional benefits. It would prevent files being mislaid, enable simultaneous multiple-user access to documents, and could also offer the opportunity to automate some of the business processes," explains Steve Rely, Technical Expert, ICT Department, Acerta.

Following a rigorous tendering process involving the IT team as well as some end-users, the Global 360 BPM Suite was selected as the best available solution. "The decision in favor of the Global 360 solution was unanimous," says Steve Rely. With the help of a systems integrator, Global 360 BPM Suite was initially piloted late 1996 to a small group of the administrative staff, and was then rolled out to the rest of the Fund's administrative team. "The pilot group gave a positive rating for the new Global 360 system, which meant that other staff members saw the benefits of switching over and were motivated to start using the system," continues Steve Rely.

Rollout of the Global 360 solution was undertaken by the in-house IT staff. "Because the IT team had been closely involved in the implementation work from the very start, we had built sufficient skills and knowledge to expand the system, train the users, and also maintain the system in-house, so we were able to roll the system out very quickly," comments Steve Rely.

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Solution

Acerta deployed Execute360 to convert its paper-based archive system into an electronic document system, minimizing their storage requirements, thus preventing files being mislaid, and enabling simultaneous multiple-user access to documents. Acerta's Family Allowance Fund and Social Insurance Fund both utilize Execute360 for document access and archiving, giving the administrative staff full access to all of the documents stored in the Global 360 system.

Results

Execute360 enabled Acerta to drastically reduce storage space for paper-based documents, provide faster customer service with less errors, give multiple users access to documents, leading to greater efficiencies and productivity, and roll out the solution to new sites quickly and easily.



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By 1998, Global 360 BPM Suite had been installed on every desktop, allowing the administrative staff full access to all the documents stored in the Global 360 system. Meanwhile, in April 1997, the Supervisory Committee at Belgium's Central Social Security Data Bank had formally approved Global 360 BPM Suite as delivering legally valid electronic documents, which meant that paper versions of documents held in the Global 360 system could now be disposed of.

Acerta plans to extend the Global 360 BPM solution to all its Family Allowance Fund branch offices during 2002. The aim is for document scanning to be carried out locally, in each branch office, for maximum convenience and speed, thus avoiding the time and expense involved of taking documents to a central site. In addition, there are plans to look at the E.A.I. integration of the Global 360 solution with a web browser solution.

Results

Acerta's market leading Social Insurance Fund looks after the social security arrangements of more than 220,000 self employed people. Annual contributions to the Fund total some 545 million euros, while annual payments total some 94.2 million euros a year, to over 35,000 claimants.

Acerta's Social Insurance Fund has its origins in the two separate Social Insurance Funds - SBB and VKW/ASKZ - which were in existence prior to the merger. Back in 1998, the success of the Global 360 solution for SBB's Family Allowance Fund prompted SBB to roll the solution out to its Social Insurance Fund. By coincidence, at around the same time, Global 360 was selected and implemented for VKW/ASKZ's Social Insurance Fund.

As a result, when the two Funds merged, they were using different implementations of the Global 360 system. It was therefore necessary to standardize on one of the implementations to ensure consistency.

Acerta decided to standardize on SBB's Global 360 implementation, and to convert all the electronic documents stored in the VKW/ASKZ system to the SBB implementation. Migration was carried out by Acerta's in-house IT team, and as a result, all Acerta's Social Insurance Fund administrators are now using the same Global 360-based system for document access and archiving. Documents are indexed and scanned into the Global 360 BPM Suite system at Antwerp and Leuven, using Kodak scanners. And the system uses a central imaging server and archive server connected to two Hewlett Packard jukeboxes. Acerta recognizes the inherent advantages of the Global 360 system. "The Global 360 BPM Suite software is reliable, robust, high performance and scalable. This allows the solution to be distributed over various servers and the workload can also be shared too," says Steve Rely.

The Global 360 system delivers significant benefits to Acerta, both for the Family Allowance Fund and for the Social Insurance Fund. Steve Rely explains: "Firstly, the compactness of the optical jukebox means that storage space is minimized. Second, the Global 360 system is sufficiently robust to ensure that documents no longer go astray. Third, the ability for staff to call documents up on screen when they receive a customer enquiry means that customer service is faster and more efficient, and less time is spent in dealing with enquiries, so productivity is up. And the system is fast: it takes 2 to 3 seconds on average for a document to be displayed on screen. Lastly, the system allows multiple user access to documents."

The Global 360 solution provides Acerta with an advanced high volume solution that can be rolled out to further sites and operations quickly and easily. "Global 360 BPM Suite solves our storage problems, streamlines access to files and ensures high standards of customer service," concludes Steve Rely.