



Spigraph



ONP INDUSTRIALISES ITS MAIL PROCESSING



Going paperless is a fantastic process. We are now more reactive but even closer to citizens as the time saved has allowed us to develop added value. We have also become more flexible as going paperless has allowed some of our staff to work from home.”

Serge Libon,

Technical manager in charge of the ONP scanning and archiving department.

ISSUES



Forced to find space, the Belgian Office National des Pensions (ONP) opted to digitise pension dossiers and mail, with the aim of :

- initially freeing up 5,000 m² of space by scanning more than two million dossiers, the equivalent of 220 million pages
- Scanning 48,000 pages per day on average, which requires tough and reliable hardware
- Automating the processing of digitised documents by workflows

SOLUTIONS



Creation of a scanning workshop in charge of digitising pensions files and mail with a piloting and control chain integrated into the process relying on :

- 3 very high volume production scanners backed up by maintenance within 4 hours, capable of scanning 100,000 pages every day with peaks at 200,000 pages
- the deployment of a paperless solution to control scanners and indexing and validation of batches (12 workstations)

BENEFITS



With the paperless system up and running since July 2007, ONP :

- has made considerable space savings, has obtained digital document certification that guarantees that the document has not been tampered with during or after scanning, allowing destruction of the hardcopy
- has significantly saved time, allowing it to be more reactive, closer to citizens and more flexible in work organisation



Spigraph

After an initial project targeting the scanning of 2 million pension files, i.e. the equivalent of 220 million pages, the Belgian Office national des Pensions (ONP) has extended its know-how to the management of its incoming mail with a new scanning workshop adapted to its specific needs.

In 1999, the Belgian social security institution started a vast paperless project to free 5,000 m² of hardcopy archives. The success of this operation, completed in 2006, encouraged the ONP to apply the same system to its incoming mail. An invitation to tender was launched in 2007 to replace existing machines and related software.

"Drafting the specifications and processing the replies took the longest time in the introduction of our new workshop", explains Serge Libon, technical manager of the ONP scanning and archiving unit. "Spigraph won the invitation to tender as its recommendation set itself apart by the toughness of its scanners and offered the possibility of developing software solutions adapted to our specific requirements".

IMPLEMENTATION WITHIN THREE MONTHS

The ONP wanted to set up a system based on barcodes. These barcodes, applied to incoming mail, contain information on the type of document. When scanning, this information is read by the

scanning software to direct the electronic document towards the appropriate workflow and processing circuit. The aim is to automate the whole mail processing chain, from reception to final management by its personnel.

After two months of development, the project is a success: the ONP now has some fifty or so workflows triggered by the scanning software using information contained in the bar codes. Strongly present throughout the project, *"Spigraph was very supportive in terms of training and back-up during implementation, which broadly contributed to the success of the project."*

ALMOST 50,000 PAGES SCANNED PER DAY

"Another factor for success: the simplicity of use and design of the scanners. Typically, the optical elements are never in contact with paper. The tiniest staple forgotten in a file could lead to serious problems in our previous system: machines blocked, stoppages... and sometimes it was even necessary to replace the damaged lens".

Nowadays, ONP scans an average 48,000 pages per day for its own needs and for other organisations that use the workshop as their scanning centre. *"In 2008, one of them asked to scan 7 km of paper!", continues Serge Libon. Since the implementation of the project, we have scanned 65 million pages without ever*

encountering any problems, besides those linked to normal maintenance."

INTERNAL AND EXTERNAL BENEFITS

Digitisation of mail and pension documents has generated considerable space and time savings. At the same time, a certification procedure was set up to guarantee that documents have not been tampered with during or after scanning, in order to authorise the destruction of all paper documents once scanned. Moreover, the workflow speeds up circulation of documents in departments, making the ONP more reactive in the processing of files. *"With the time saved, we have developed added value that benefits citizens: we are more proactive and close to them"* At the same time, this digitisation has also helped the ONP to allow work from home as the workflow delivers documents to be processed by employees, from their home or at the office. *"Without digitisation, the flexibility that we all enjoy would not have been possible", concludes Serge Libon.*

ABOUT ONP

The Office national des Pensions (ONP) is a Belgian social security institution, established in 1987, following the merger between the Office national des pensions pour travailleurs salariés (ONPTS) and the Caisse nationale des pensions de retraite et de survie (CNPRS). It is headquartered in Brussels and the Office has regional branches throughout the country and a network of desks periodically organised in almost half

of the country's municipalities. It has a payroll of 2,200 staff who have 3 major roles: informing citizens about employee pensions and guaranteed income for elderly persons (Grapa); calculating employees' pensions and the Grapa; and paying pensions and the Grapa to employees and beneficiaries.

www.onprvp.fgov.be