

CIPAV

CIPAV has transformed its processes without the need to first rebuild its existing information systems



l'avenir en toute confiance

Founded in 1978 and originally dedicated to architects and the construction trades, CIPAV has today integrated many other independently employed professionals. Its mission is to manage basic pension benefits, complementary retirement, disability, and death benefits for its 550,000 members. It administers numerous business processes daily: calculations, assessments, benefits payments and rights liquidation, payment collection, litigation, and more.

About this implementation

CIPAV's first project with Bonita was to modernize GEIDE (disaster management and recovery) and to implement a solution to create an archive using a BPM process integrated with desktop publishing.

“ Two years ago, when we decided to transform an aging information system, we chose to apply market standards, especially SaaS and open source. We also wanted to opt for an evolutionary solution, one that did not require significant custom development. ”

Jean-Christophe Rainaut

CIO at CIPAV

CIPAV needed to:

- establish a better interaction with its members and to improve the quality of service provided to them
- be able to quickly reconsider and deploy its many business processes
- improve the versatility of its task management
- employ BPM as a cross-functional foundation

Objectives

Challenges

With a number of legacy applications to consider, integrating Bonita was not easy.

The transverse solution required significant coordination between project teams.

Outcomes

CIPAV was able to avoid a long and expensive 'big bang' approach and benefit from a 'quick win' project. The teams completely redesigned the organization and distribution of tasks within 2-3 months total, from definition of needs to deployment.

Today, its digital, multichannel business processes are seamless.

Benefits

CIPAV is now able to:

- provide its professional clients with a fast response
- better measure processing times
- maintain the history of activities
- re-assign responsibilities when employees are absent
- better streamline the distribution of tasks based on pre-established business rules



<http://www.rs2i.fr/>

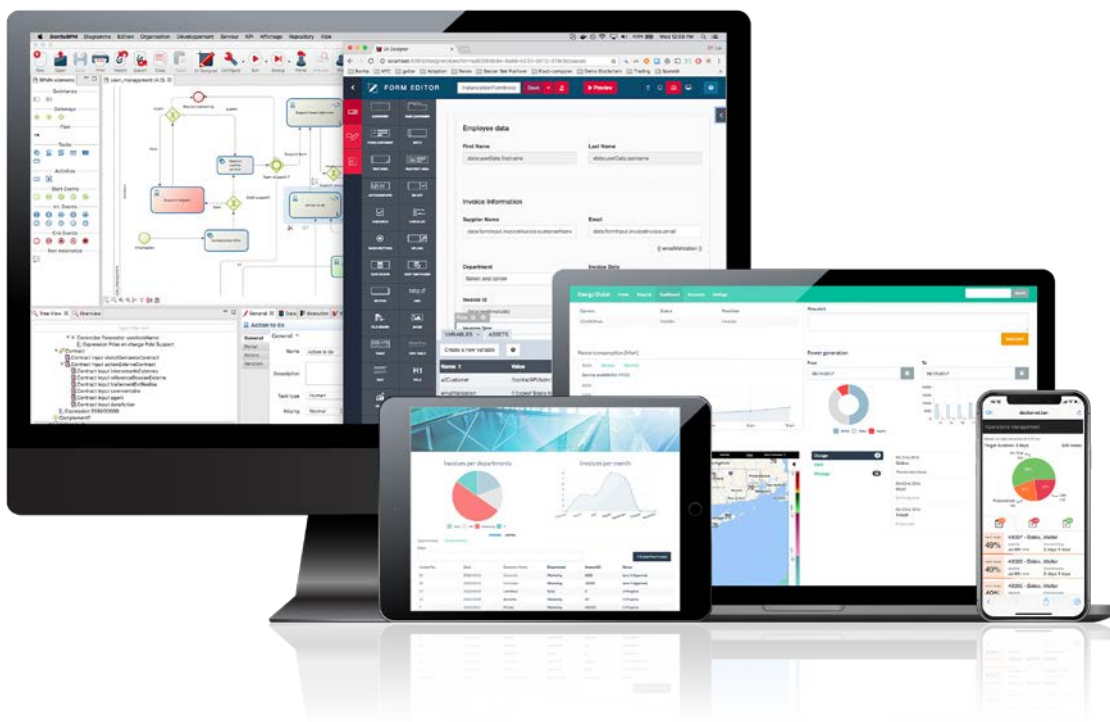
RS2i

For more than 15 years, RS2i has been recognized as the specialist in integration projects for BPM infrastructure implementation primarily in Business Services. Its activities cover transformation of business & support processes into BPM processes, paperless processes, multichannel customer interactions management, archiving. Today, RS2i continues to innovate and is the leader of the BPM-HPO Consortium. BPM-HPO enables high performing organizations through process and brings out latent value of human capital.

“ With a number of legacy applications to consider, integrating Bonita with the existing IS was not easy. Moreover, the transverse solution required real coordination work between the different project teams. The speed of its deployment made it possible to convince the different IT teams, then to gain the support of the users. ”

Joseph Khouri

Managing Director of RS2i



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