

Argentina National Social Security Administration (ANSES)

ANSES automates and secures forms processing with Adobe® LiveCycle® ES

Argentina National Social Security Administration

www.anses.gov.ar



In Partnership With

Cubika

www.cubika.com

Industry

Government

Challenges

- Improve quality of citizen services
- Enhance security of client forms and information

Solution

- Benefits and Services Delivery
ANSES is using Adobe LiveCycle ES to automate the completion and processing of key operational and client service forms.

Results

- Expanded staff access to automated processes
- Helped ensure forms follow proper workflows for approval
- Substantially reduced costs to create, process, and store forms
- Protected sensitive agency and client information using secure PDF forms

Systems At A Glance

- Adobe LiveCycle Reader Extensions ES
- Adobe LiveCycle Process Management ES
- Adobe LiveCycle Rights Management ES
- Adobe LiveCycle Forms ES
- Adobe LiveCycle PDF Generator
- Adobe Flex™ Builder™ 3

Improving access to services

The National Social Security Administration (ANSES) in Argentina is the agency in charge of the country's Social Security policies. ANSES provides citizens with a variety of critical services, including pensions and retirement benefits, family allowances for workers, unemployment services, and many others.

ANSES is Argentina's first public agency to initiate a long-term project to more fully automate work processes, reduce reliance on printed materials—which amounts to more than 150 million pages annually—and improve citizen services. To help achieve its goals, the agency deployed Adobe LiveCycle ES solutions in its Systems and Telecommunication Management department to automate forms processes—including support for digital signatures. In the future, Adobe solutions will also be rolled out to additional groups.

Minimizing reliance on paper

Signing the formal regulations issued by the Systems and Telecommunication Management was one of the first processes incorporated into ANSES' eForms project. Each manager receives the formal regulations by e-mail, opens the document, enters his or her name into a field, and then applies a digital signature. After all managers have done this, Pablo Fontdevila, system and telecommunication manager at ANSES, is alerted and then digitally dates and signs the final document, which contains a regulation number.

In addition to this process, ANSES is looking to replace its paper forms with digital forms in PDF that are incorporated into automated workflows. For instance, client service forms can be successively signed by ANSES officers, who receive e-mails to alert them forms are ready for review and approval. Finalized forms are delivered directly to appropriate departments for processing.

Standardizing on Adobe LiveCycle ES

The PDF forms are uploaded to LiveCycle Forms ES, which ANSES has integrated with Adobe LiveCycle Process Management ES to control routing of completed forms to managers. When ANSES staff access forms, the system automatically determines the type of services being initiated and applies the proper security to forms using Adobe LiveCycle Rights Management ES. The forms can be completed online or offline.

Automating outdated processes

ANSES worked with Adobe and integration partner Cubika to deploy the solutions for the Systems and Telecommunication Management group. While a limited number of forms and processes were initially automated, the goal is to automate additional forms processes over time, eventually touching more than 9,000 employees in 300 ANSES offices across Argentina.

“We have saved considerable procedural time. Our processes are now almost immediate and are more secure than ever. Calculations on forms are automated, helping to accelerate completion of forms and reduce errors. Also, the digital signatures help ensure that documents are not altered during transmission.”

Pablo Fontdevila,
System and telecommunication
manager,
ANSES

For More Information

www.adobe.com/products/livecycle/
www.adobe.com/government/

“With this project, ANSES takes an important step towards public management modernization,” says Sebastian Gryngarten, director at Cubika. “This benefits all citizens, as the efficiency and transparency of ANSES processes offer huge savings and improved services. ANSES could become an example for other agencies facing similar forms and process challenges.”

ANSES has approximately 100 internal paper-based forms, all of which are to be converted to digital forms over a period of two years.

Although the final decision originated from ANSES Executive Management—consistently with the objective to go paperless—the initial project developer was Fontdevila, based upon his view into a project in the province of Mendoza, where a provincial body used PDF to support digitally signing some resolutions. “I knew that the province of Mendoza used PDF to digitally sign resolutions,” explains Fontdevila, “and realized that we could apply similar technology to address our issues.”

Improved operations and services

The decision to automate forms processes has delivered many benefits to ANSES. “We have saved considerable procedural time,” says Fontdevila. “Our processes are now almost immediate and are more secure than ever. Calculations on forms are automated, helping to accelerate completion of forms and reduce errors. Also, the digital signatures help ensure that documents are not altered during transmission.”

In addition, ANSES has accelerated the time to process forms, as well as realized a substantial drop in the amount of paper printed, delivered, and stored. “Everything has become much easier, particularly with regard to consultation and information searches,” says Fontdevila.

Rapid return on investment

ANSES’ initial investment in the eForms project and workflow was approximately 5 million pesos. The agency spends about 10 million pesos on printing expenses per year. Its 300 offices within the country, which assist a million people per month, print 150 million pages a year.

Given the projected efficiencies from automating forms processes, the estimated return on investment should happen quickly. “We believe that the return on investment will occur within 24 months,” says Fontdevila. “We are optimistic about achieving our goals.”



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