

"With our own applications driving the Bdoc Suite solution, integration is complete"

CNAV: Managing 15 million documents each year with Bdoc Suite



As part of the re-engineering of its information system, France's National Old-Age Insurance Fund (the CNAV) has integrated Business Document tools to its business applications. The results: document homogenisation; ease of maintenance; and cost reduction.



CNAV Pension Information System Management

The CNAV at a glance

The CNAV (France's National Old-Age Insurance Fund) is a public institution of administrative nature which defines the direction of the pension division regarding old age, widowhood and outreach programs. It also manages the general pension plan in Île-de-France.

Key figures

- **11,000** workstations equipped with Business Document solutions.
- **600** document models, and over 15 million processed documents each year.

Benefits

- Common document repository for the entire country.
- Full integration of Bdoc Suite solution to the CNAV's business applications.
- Automation of the document processing chain.
- Ease of maintenance.
- Cost reduction.
- Time saving in development.
- Homogenisation of document models, and guarantee that all documents, nationwide, will be consistent.

"If we were to improve the quality of the services provided to our clients, a complete re-engineering of our information system was becoming necessary. And we had to integrate a DTP solution that met our requirements," explains the CNAV's Pension Information System Management (Editor's note: the CNAV manages the base pension fund of over 11 million individuals, including store, industry and service employees). "We designed a new master plan to switch from a centralised architecture to a client/server one."

It was in this context that the CNAV launched an invitation to tender in 1997, to find the DTP solution best suited to its new architecture and to its particular business applications. "We wanted a solution that would allow us to create and maintain a single document repository, which would include all the models and build rules. It was also imperative that the tool fully integrate with all our business applications nationwide. Finally, we needed a robust solution, one that would perform well and proved industrialisable." With one CNAV peculiarity: batch editions are processed on a UNIX server. An exacting list of specifications was drawn up, and Business Document's solution was finally retained because of its relevance, both for the functions it offered and because of its technical and budgetary characteristics.

Complete integration

First stage: to fine-tune the project, the teams devote several months to a study phase. "We determined the state of things in the regions' mail-producing systems, to eliminate any incompatibility problem early on. The possibilities and manners in which Bdoc tools could be integrated into our business applications were then studied and defined. Finally, we devoted much attention to the organisational side of this project, as applied to the human aspect and the assignment of roles, and to the establishment of the common repository."

"Business Document teams developed an interface so that the integration could take place simultaneously in the workstation environment and on the UNIX server, for batch editions. With our own applications driving the Bdoc Suite solution, integration is complete." Deployment of the Business Document solutions thus kept pace with the release of the newer versions of the business applications.

Ease of maintenance

The CNAV uses over 600 document models, maintained by a design and development team. Setting up a repository has allowed homogenising documents whose design and development may occur at any number of different sites. *“Users propose new versions of existing documents, or entirely new documents, in Word format or hard copy. Once these are approved, our development team takes over the design of these new models and of the definition of the build rules, before testing and validating them.”*

The Business Document teams also transferred skills to the DTP solution administrative team. *“Overall, teams saved a lot of time, as model evolution is very simple nowadays. For example, this year, we have made changes to part of the graphic charter, including adding the national logo to all documents. All the teams had to do was modify the base model and apply the modification to the repository as a whole.”* The entire operation, including verifications, took but a few days. Savings are also economic. Henceforth, all documents will be printed on white paper, with significant cost reductions in the end.



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15 million documents per year

Throughout France, 11,000 workstations are currently equipped with the Bdoc Suite solution through the CNAV's business applications, and over 15 million documents are processed each year! A technician may choose to print a document locally to surrender it personally to the client visiting the agency, or may prefer to have it printed centrally, to be mailed later on. *“For example, in the region of Paris alone, technicians process some 13,000 voucher requests and 20,000 retirement notifications. We also carry out thousands of batch processes each night: two million Earnings and Benefit Estimate Statements alone are processed in this fashion each year, nationwide.”*

Having successfully completed the integration of Business Document solutions in its architecture and its business applications, the CNAV is now looking ahead to more projects. *“We are looking at centralising our enveloping and mailing services, which is now possible because of our standardised solution and whitepaper printing.”* But that is not all.

The CNAV is now considering moving towards the opensource world, and will soon be going with Business Document's Bdoc Open Office module. *“This will allow us to reduce our licence costs while benefiting from an ISO-certified DTP tool as advanced as Word.”*

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