

Business integration solution creates potential savings of \$1 million each year



RCAR

Location

Rabat, Morocco

Industry

Government

Business challenge

Automate and secure the management of employee pension funds from a growing number of government institutions

Solution

Sterling Integrator®

Benefits

- Increased capacity to handle rising volumes from new government institutions enabling rapid growth
- Reduced operating costs by \$1 million each year
- Enhanced security and integrity of data
- Reduced errors by eliminating human intervention and establishing file exchange standards
- New communication channels established with business partners

Customer background

The RCAR (Régime Collectif d'Allocation de Retraite, or Collective Scheme for Retirement Allowances), a wholly-owned subsidiary of the CDG (Caisse de Dépôt et de Gestion), is a pension management organisation created by the Moroccan government in 1977.

It manages approximately \$10 billion in pension funds for non-permanent state and local government employees, including part-time, temporary, and contractual staff.

Business challenge

Nearly 4,000 government institutions rely on the RCAR to manage employee pensions. Monthly or quarterly, each government institution will send the RCAR a statement of their employees' salaries, as well as a bulk payment. Previously, paper-based statements were sent by mail or on disk, and then processed by the RCAR's intelligent character recognition software. This form of data transfer had numerous shortcomings. For instance, the intelligent character recognition software was prone to error and required

data entry review and correction. Disks also proved to be a problem, inasmuch as they could not provide security, non-repudiation or traceability.

The RCAR selected a Sterling Commerce business-to-business integration solution as recommended by Cybernetica. With headquarters in Morocco, Cybernetica provides IT consulting services in the areas of Business Integration, Electronic Document Management Systems and Time Attendance Systems.

Cybernetica had already developed a long-term business relationship with the RCAR, by helping to create an electronic document management and workflow system in 2004. The cornerstone of Cybernetica's proposal to the RCAR was Sterling Integrator from Sterling Commerce. The first step identified was to automate the exchange of salary declaration information.

Solution

Sterling Integrator has provided the RCAR with a business-to-business integration platform that enables them to upgrade their data integration

“Together, Sterling Commerce and Cybernetica have provided us with a solution that enables us to continue to expand and improve the service we provide to the government institutions we serve. With Sterling Integrator, we have reduced errors, enhanced security and improved our responsiveness, enabling us to continually reinforce the RCAR as the leader in pension management.”

Ahmed Cherkaoui
Director,
RCAR

capabilities by linking together applications, processes, data, and people, inside and outside the organisation. Sterling Integrator also provides stringent security safeguards so that government institutions can send employee-related salary statements electronically in XML format via AS2. XML over AS2 has been selected as the standard to support both current business needs and allow for future development.

The RCAR is able to assist smaller government institutions in preparing their statements online. These institutions can become part of the automated process through Sterling Integrator Web Extensions, which enables them to assemble and send their declarations via a simple, Web-based form.

Key benefits

In partnership with Sterling Commerce, Cybernetica has provided the RCAR with a solution with multiple benefits for the organisation.

With Sterling Integrator, the RCAR has achieved a dramatic reduction in operating costs. In a return-on-investment study prepared by Cybernetica, the RCAR will have the potential to realise a savings of \$1 million per year when 90 percent of government institutions send their information electronically.

In addition to a reduction in paper flow and paper archives, and fewer delays resulting from the automation of processes, Sterling Integrator has also reduced errors by eliminating human intervention and establishing file exchange standards (XML). Furthermore, the solution has enhanced security during the data exchange process and assures non-repudiation.

Finally, the solution has increased the RCAR's capacity to process additional statements from new government institutions. In 2008, the RCAR achieved a growth in funds under management of 33%, with a corresponding increase in the number of documents processed.

Looking to the future, Sterling Integrator has also enabled the RCAR to expand their technological capabilities, to explore new avenues of doing business. In fact, the RCAR has quickly established new communication channels with their partner institutions, further enhancing the quality of service they provide.

In 2008, Morocco's Minister of Industry, Trade and Technology presented the RCAR with the e-Mtiaz Award for outstanding electronic business processes. This award was due in large part to the Sterling Commerce solution implemented at the RCAR that same year.

About Sterling Commerce

Sterling Commerce, an AT&T Inc. (NYSE:T) company, helps companies optimise and transform their Business Collaboration Network quickly, easily and securely so they can accelerate revenues, reduce costs and protect their enterprise. Sterling Commerce provides more than 30,000 customers worldwide with applications and integration solutions to connect, communicate and collaborate with their customers, partners and suppliers. Learn more at www.sterlingcommerce.co.uk.

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