

Appian Empowers the Front Line of Public Service

They may not always make the news but local councils do most of the heavy lifting in terms of public service—from waste collection to road maintenance to social action to education.

The Département des Yvelines serves over 1.4 million people and as local government council it has 4,000 employees, all working with one fundamental aim: to meet the needs of all Yvelinois.

The challenge: a system of information (SI) for social services.

With the aim of expanding and improving its services to meet the needs of its people, the Département des Yvelines recently launched an ambitious project to transform its social services. A key priority was empowering social workers to make better-informed and harmonised decisions about social assistance for citizens.

The Département des Yvelines previously organised social assistance programs using email and a series of standalone tools and documents. Council managers realised that a connected system providing clearer visibility would make service delivery easier and more effective, both for staff and the citizens they serve.

In particular, the Département des Yvelines needed a more unified and flexible solution to help manage and coordinate appointments between social workers and citizens, while providing a unified activity follow up. It needed mobile functionality and to provide a single point of access to key information for use in meetings with citizens. It also needed to support electronic signatures on documents and integrate with the existing CRM system, Microsoft Dynamics.

The approach: the best possible tool to enable the best possible help.

Working initially with its employment and housing services, Appian collaborated with the council to identify key areas of improvement to establish a common process and then devise and build an effective solution.

“What makes the Département des Yvelines unique is a deep will for automation in its work,” explains Matthias Kapfer, Technical Delivery Manager at Appian. “People understood the issues with their old tools and processes. They wanted the best possible tool to boost productivity and deliver the best possible help to people.”



Yvelines
Le Département

Industry:
Local government

Employees:
4,000

Process:
Case management

Having spent an initial three weeks carrying out what Kapfer describes as “sprint zero” to fully understand the project’s background, Appian triggered its eight-week guarantee and got to work—overcoming the multiple challenges of COVID-19 along the way.

“The Appian team demonstrated a very strong will to deliver on the initial plan,” Kapfer notes. “We completed everything agreed in the initial scope, on time, and within budget.”

The solution: a single source of critical information.

The council now has a complete solution that integrates with Microsoft Dynamics. The case management platform provides a single source of previously fragmented information and captures critical data, important documents, and electronic signatures from mobile devices on-site during meetings with citizens.

The digital solution has decreased paperwork, data entry, and administrative time spent on updating the CRM system after meetings. With key information captured and approved by citizens onsite with an e-signature, turnaround times are shortened, errors are reduced, and there is co-construction of work, with citizens actively participating to build projects for themselves. Trust between case workers and citizens is also improved.

The benefits: common, simple, and understandable.

Council managers now have a tool that enables them to follow the activity of their whole team, without needing to wade through multiple processes and emails, and the automated contract generation process has reduced by at least 50% the time needed to create and validate contracts.

The technical team, meanwhile, has benefited from being able to track all system activity in a single place with a single tool.

Kapfer explains, “Thanks to low-code, managers can view every component of the process and understand what’s going on. That’s very important for adoption, as they understand what we have done and how easy it is to build in Appian.”

For end users, the key benefit is having a common, simple, and understandable process that can be used anywhere.



We were really impressed with Appian. In spite of our internal CRM constraints and this being our first Agile methodology implementation, we met project objectives in terms of time, quality and budget within the initial project scope.

Marc Phirmis
Project Manager,
Département des Yvelines



Social workers have everything in front of them. They don’t need to retrieve family information in tool A, appointment information in tool B, and financial information in tool C; it’s all in Appian. It provides simplicity, clarity, and a single source of intelligence.

Matthias Kapfer
Technical Delivery Manager,
Customer Success, Appian