



The French Social Ministries select Elise to optimize their mail management

The **French Social Ministries** are comprised of the Labour Ministry, the Ministry of Social Affairs and Health, and the Ministry of Urban Affairs, Youth and Sports.

Each entity manages important communications and requests by mail and email every day and wanted to optimize the way information was processed. The main goals were to gain efficiency and reduce response times.

The French government decided to equip these **ministries** with Elise, the **Electronic Content Management** solution developed by NeoLedge.



THE CONTEXT

Each ministry office was using its own mail management tool which was preventing a smooth and efficient process of circulating communications across the different ministries. The Social Ministries started a project named **Pégase** in **2012** with the objective to consolidate all existing mail management tools into a single one.

Ministers receive requests by mail or email and are expected to provide a **fast and adequate answer** to everyone - including citizens, parliamentarians, political representatives, etc. In addition, new rules were put in place **November 2015** to better supervise the way administration is handling citizen requests. They are now obligated to follow more rules, such as sending a confirmation when a paper or electronic request has been received and how and when it will be processed.

The adoption of a new tool was necessary to standardize **mail processing practices** and to develop **automated response models**.



THE CHOICE OF ELISE

The French government has initiated new measures to promote **digitization** and **better management of citizen requests**. This evolving digital environment makes Elise an ideal solution to address the changing issues facing organizations such as ministries.

Elise enables a single solution to be deployed across all the ministries, while tailoring functionality for each ministry's unique usage.

Elise also offers the ability to streamline processes through **automated workflows and response models**. This is a great advantage to ministries to more efficiently handle incoming requests and provide answers.

Finally, Elise produces **live dashboards** which gives each ministry the opportunity to monitor its own activity, including status of each mail request, number of processed mails, and much more.





THE ROI OF ELISE

The implementation of Elise has enabled the Social Ministries to better manage their mail with **traceability** between different services and shorter processing times.

«Having the digitized aspect of mail management saves us a lot of time compared to paper-based process,» explains Jackie Chassaing, Project Owner.

Optimization of document storage further enables smoother and faster mail management with a quick search through the document database. *« We know now that we can't lose a mail and that is really important for a minister,»* says Mrs Chassaing.

Each ministry requested on a specific mail is now able to know in a few minutes the processing status of this mail, whether an answer has been sent, when, and in which format.

The response models are pre-defined directly from Elise which enables the ministries to send mail receipt confirmations to citizens **in less than 30 minutes**, indicates Mrs Chassaing.

Relationships have been improved between ministers and their contacts with improved monitoring of each interaction, resulting in more transparency and efficiency in the responses provided.

Finally, the implementation of this project within all the Social Ministries has an additional benefit. *« It required us to rethink our own work methods, »* Mrs Chassaing reported. These organizational changes led to a revision of procedures and to more effective requests processing.



NEXT STEPS OF THE PROJECT

The ministries are planning for full digitization of all mail across all sites in 2017, including **electronic signatures** for ministers.

Smart Link could also be deployed to help mail administrators collect information and set up processes for analysis and reports.



Elise from NeoLedge is an integrated software which incorporates Electronic Content Management (ECM), Workflow and Case Management technologies to solve the most complex information management challenges.

Developed to simplify internal processes and improve management of information, it helps any organization to regain control of incoming and outgoing flows.

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marketing@neoledge.com

www.neoledge.com