

CGI FINLAND AND MERATIVE PARTNERSHIP

Merative, known for its Cúram social security platform, and IT services company CGI deepen their partnership

CGI Finland and Merative, a specialist in social and healthcare platforms, have started a strategic cooperation in Finland. The companies aim to provide public sector social security agencies with digital solutions to help them improve and modernise their operations. CGI and Merative are working together in Canada, where Cúram is the platform for the modernisation of a national agency's benefit systems.

CGI has entered into a strategic partnership with Merative's Cúram business, originally founded 25 years ago in Ireland. The Cúram platform, which is already used in twelve countries, enables government agencies to modernise their benefit delivery programmes to provide better outcomes for individuals and their families.

"Cúram, developed by Merative, is quite unique as it is one of the only platforms on the market that is already widely used to manage the activities of government social actors, such as the processing of social benefits, in a holistic way. For our part, we at CGI bring to the partnership our strong understanding of the local operating environment as well as our cyber and transformation expertise. Naturally, we also support our clients with architecture," says Petri Imberg, Vice President Engineering at CGI.

"Together with CGI, we bring a broad and complementary set of skills, and we are united in our desire to create truly user-centric solutions that stand the test of time. What makes our team exceptional is that it's not just IT experts, but a broad range of professionals and service designers who have worked in social care, healthcare and benefits processing," says Nick Raponi, Merative's Vice President of Global Professional Services.

What makes CGI's collaboration with Merative's Cúram team unique is that the companies have been involved in reforming the whole range of social services, including unemployment, income support, disability, child protection, health and rehabilitation services. This experience allows them to offer their clients the experience and best practices honed over more than 25 years in developing and implementing modern benefits systems.

Scotland built its new social security benefits agency based on Cúram

Social Security Scotland, the Scottish social security benefits agency, adopted Cúram to successfully establish a new agency to manage social security benefits for the people of Scotland.

"Together with the client, we succeeded in creating a single system for Scotland's social security benefits. The Cloud solution has been highly praised for its ease of use and ability to continually add new benefits and capabilities. The project was also a success from a transformation perspective, earning recognition for Change and Transformation in the Public Sector at the prestigious MCA Awards," says Raponi.

Both Imberg and Raponi strongly emphasise the ease of use of the systems, not only from the point of view of the authorities, but also from the point of view of the users.

"For example, there is a major shift in the way social benefits are delivered around the world, from manual processing to automated digital delivery of benefits," says Imberg.

"Citizens claiming social benefits are often in vulnerable situations, and historically it can be difficult to understand and claim benefits. In providing a simple to use and robust web-based front door to the agency, using technologies people are comfortable with, that they use day-to-day, we can help citizens understand what is available to them both quickly and easily. This takes the guesswork out of what benefits they are entitled to and provides a simple and efficient process to apply for those benefits. We have already implemented such a solution in New York, for example," says Raponi.

Successful transformation is no mystery

Together and separately, CGI and Merative's Cúram team have been involved in many major public administration transformation processes. For example, CGI has supported welfare regions in the midst of the social welfare reform and Merative helped the child protection authorities in Hamburg to reform their child protection management system.

"Taking the time upfront to involve and listen to the users of the systems, including both citizens and staff, is critical to the success of the change. We start from the premise that all our systems are developed together with the people who will use them. In the case of Scotland for example, we spent a lot of time identifying the needs of different customer and citizen groups by involving them directly in user experience sessions throughout the programme. Using multiple rounds of feedback, we ensured that we listened, learned, and fed-back to successfully implement an easy-to-use solution," Raponi stresses.

Imberg emphasises that new systems should stand the test of time:

"The rapid adoption of artificial intelligence is one example of what has led to a rapid need to replace many systems. Our approach to transformation processes is to build solutions that stand the test of time and can easily add new features along the way."

Imberg highlights cybersecurity as an important issue to consider in the development of public administration systems.

"We have a dedicated cybersecurity unit at CGI in Finland, which helps with, for example, making security assessments and implementing a secure system," Imberg says, and continues:

"Success in the change process also requires a deep understanding of the business. Together with the Cúram team, we can offer not only highly knowledgeable experts in the social and health sector, but also experienced transformation process experts and service designers. In this way we can avoid the pitfalls that are typical of transformation."

A proven, purpose-built social security solution

Cúram is a proven social security platform, created by social security experts, designed to save governments time and cost, with 25 years of experience helping governments build robust and easy-to-use benefit and service delivery systems. Merative and CGI can of course help further tailor to local needs.

"We believe it is extremely important for us to think about taxpayers' money and ensure we minimise the cost to society of implementing new systems by, for example, advising our clients how to avoid customisation and take advantage of the platform's existing features. When it comes to customisation, it pays to focus only on areas where there is significant added value. This minimises the cost of implementations and critically reduces the long-term total cost of ownership of systems that will be in use for many years into the future. We focus on reducing the cost of both delivering and maintaining our systems and in maximising the ability to make anticipated changes to the system through configuration rather than customisations, to save society money," says Raponi.

CGI and Merative have a firm belief that the partnership between them and the extensive experience it brings with the successful implementation of transformation projects and a globally recognised solution make them a reliable and strategic partner for public administration. Their overall solution (solution, integration, and transformation services) serves public administration effectively and securely whilst still harnessing new technologies to adapt to future needs, all the time keeping the changing life situations of citizens and their families at the centre.

About Merative

Merative provides data, analytics, and software for healthcare and government social services. With focused innovation and deep expertise, Merative works with providers, employers, health plans, governments, and life sciences companies to drive real progress. Merative helps clients orient information and insights around the people they serve to improve decision-making and performance. Learn more at merative.com.

About Cúram

Cúram, offered by Merative, has over 25 years of experience helping national, regional, and local governments transform the delivery of social services, empower caseworkers, and help individuals and families access the programs they need to achieve better outcomes. Used in 12 countries and jurisdictions, available in 7 languages, and supporting over 970 government programs, the Cúram platform connects benefits administrators, social services agencies, and case managers, to serve and protect 187 million citizens annually.

About CGI

Founded in 1976, CGI is one of the largest independent IT and business consulting service companies in the world and in Finland. In Finland, CGI employs more than 3,900 people across the country and has 11 offices in major cities. Globally, the company employs 90,000 consultants and other experts. CGI offers a full range of services for the development, integration and management of customers' business and IT solutions. In service delivery, CGI relies on local presence, global service networks and IP solutions to help clients achieve results and succeed in digital transformation. CGI has revenues of C\$14.3 billion and is listed on the Toronto and New York Stock Exchanges (TSX:GIB.A and NYSE:GIB).