Capgemini Delivers Largest Digital Transformation of Its Kind for the Swedish Public Sector

Stig Martinsson
Head of Digital Decisions and Case Mgmt., Arbetsförmedlingen

Helena Vilcans
Account Executive, Capgemini

Stig Martinsson

Arbetsförmedlingen
Head of Digital Decisions and Case Mgmt.
Stig.Martinsson@ arbetsformedlingen.se

Helena Vilcans

Capgemini
Account Executive
Helena.Vilcans@capgemini.com

ARBETSFÖRMEDLINGEN
SWEDISH PUBLIC EMPLOYMENT SERVICE

- Contributing to a well-functioning labor market and increased employment

- Providing support and tools to those facing difficulties in entering the labor market to prevent exclusion and promote inclusion

- This also includes checking that employers and the job seekers comply with the regulations

- Embracing a digital-first strategy and taking the position as the hub in the digital eco system for the Swedish labor market

- We have a dedicated workforce of over 9000 case workers + 1200 IT-specialists

Capgemini's Pega Capabilities

Pegasystems is one of Capgemini's strategic partners and Capgemini has global delivery capability and centers of excellence to support our clients on Pegasystems market leading platform for AI-powered decisioning and workflow automation

Innovation and efficiency
40+ innovative assets, including industry solutions, offerings & delivery accelerators

Global elite partner with Pega
Highest level of strategic partnership, only awarded to selected partners based on very stringent criteria

Delivery methodology
Dedicated Agile delivery methodology for Pega projects recognized by Pegasystems: Capgemini Agile Framework For Pega (CAF4P)

23 Pega partner awards since 2007

200+ Unique clients across the globe in last 5 years

Global presence with Pega experts in local language

**9** Key industries, with deep understanding and expertise

End-to-end transformation experience and capability

2000+

Certified Pega professionals globally
Capgemini is the leading Pega partner in Europe

EU: 550+	India & APAC: 1250+	North & Latin America: 250+

3400+ Unique Pega certifications

90+ Certified Pega lead system architects

350+ Certified Pega decisioning and marketing experts

Background - the challenge
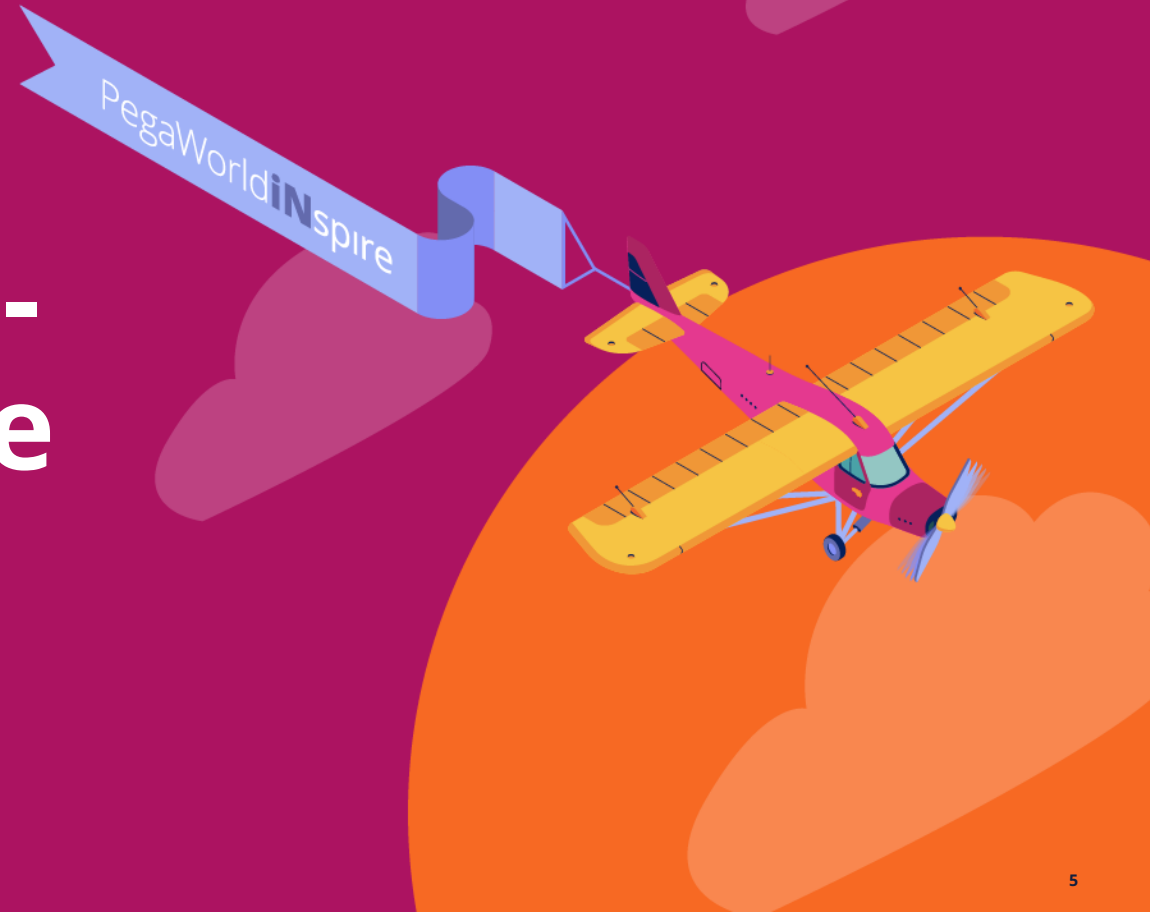
Background

- In January 2019, political parties reached an agreement to reform The Swedish Public Employment Service

- The initial objective was to decrease the number of case workers by approximately 33% (around 3,500) and consolidate the local offices, resulting in a reduction of 132 offices

- This agreement accelerated the AF Transformation journey, which stands as the Swedish public sector's largest digital transformation program of its kind
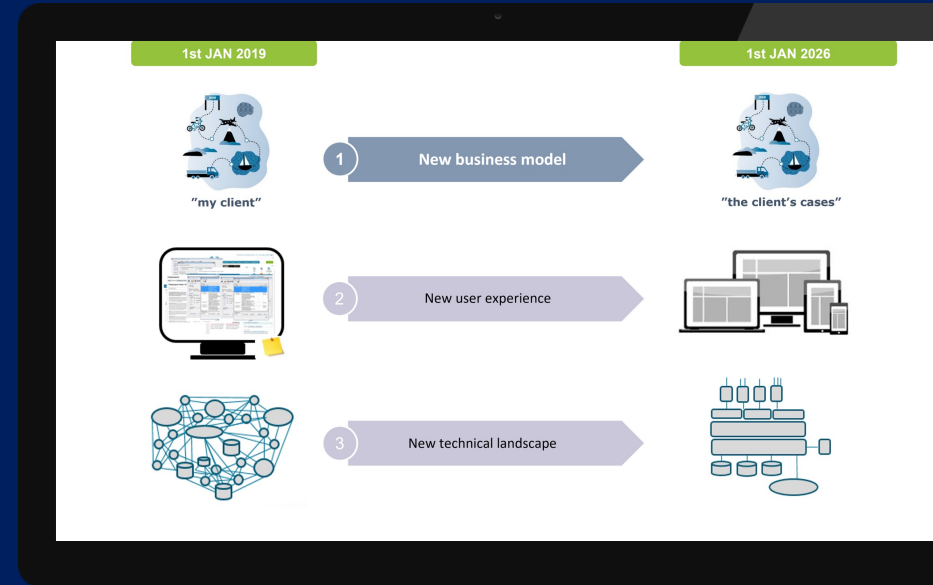
Understanding the Objective

Improve efficiency while reducing the number of offices and staff members

- Increasing the level of self-service through automated benefit application processes **ACHIEVED**

- Enabling case workers with reduced manual touchpoints and simplified processes to enhance efficiency **ACHIEVED**

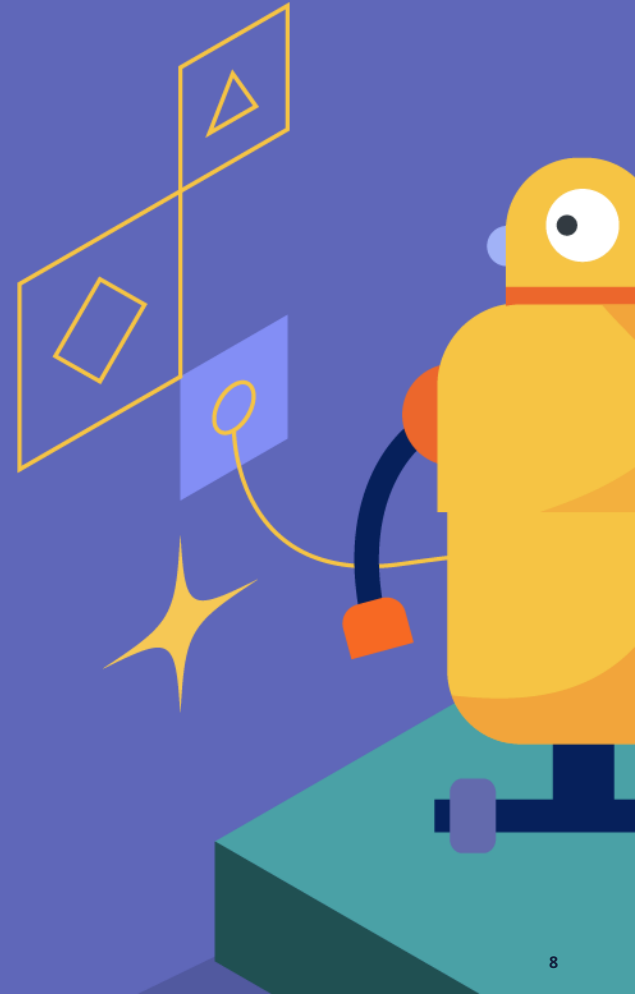- Implementing automated checks to validate information from other systems and/or organizations **PARTLY ACHIEVED**

Added benefits

- Move from generalist to specialist case workers

- Accelerated decommission of IT legacy systems

Searching for a solution

Different Approach to Procurement

- Seeking a platform that gives us adaptive case management, process automation and business rule management

- Engaging in a dialogue-based procurement process to assess vendors based on various criteria, including technology, methodology, and partnership

Requirements and Expectations

- Case management
- Business Process Management (BPM)
- Business Rules Engine
- Robotics
- Ready-made responsive interfaces "out-of-the-box"
- Low code

Expected benefits

Job seekers can receive assistance based on data-driven insights. The concept of a "next best step" will be used to prioritize measures that best suit the individual job seeker or employer

How we did it
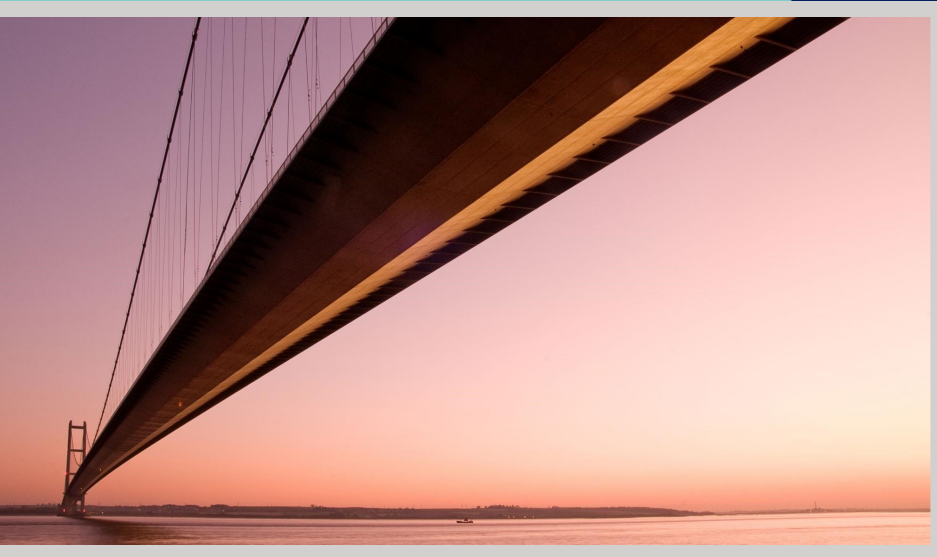
The Journey

- MVP (Minimum Viable Product) approach

- Autonomous scrum teams working in parallel

- Building up the re-usability in Pega as we go

- Product management over traditional project management

- Strong partnership between AF and CAP

- Continuously learning and adopting as we move forward

Pega MVP 1 – Deliver Value Fast

- Smooth project initiation facilitated by the procurement process

- On-premises installation implemented

- Fixed-price project with a clearly defined timeline

- MVP delivered within 3 months

- Established governance model from day one

The fire starter for further development!

Now we were ready for scaling up – and we were in a hurry

From MVP to Today

- 9 business process applications live

- About 50% of all cases in Pega

- 12 Pega scrum teams, on-site

- High SLA fulfilment

- Level-up program

- CoE and Community of Practice (CoPs) in place

- Staying true to agile and scrum

A new collaborative approach

The development teams now work closely with the business, resulting in faster and more enjoyable progress!

The Quest for Maximum Re-usability in Pega!

- Moving into a modular application stack

- Using more out-of-the-box functionality

- Shifting towards "lighter" applications that promote re-usability

- Forming dedicated teams focused on developing and maintaining re-usable business components. Extra boost!

Next step

Exploring AppStudio – empowering business analysts to play a more central role in the development process, from idea to go-live!

The Pega Competence Journey at Arbetsförmedlingen

- Building up competence in-house, from the beginning

- 3 trainee programs completed – success!

- Internal up skilling programs

- Pega intro badge for everyone – include managers!

- Enablement path tailored for each role

- 60% of members in our teams are employed

Easier to attract and build competence!

Arbetsförmedlingen has become a big Pega player in the Nordics. That helps!
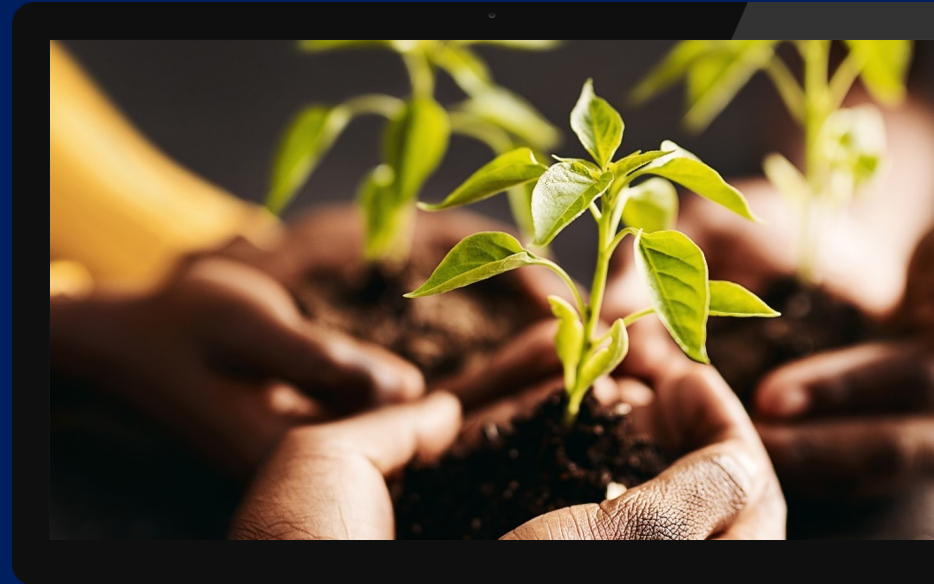
Case studies

Self service
Fast and agile response to Covid-19

- During the Covid-19 pandemic, Arbetsförmedlingen witnessed a significant surge in customer numbers, reaching record levels within a few short weeks

- Considering the already reduced case worker headcount and closure of local offices, it became imperative to implement a self-service flow for simpler cases

- This allowed case workers to dedicate their time to clients requiring more extensive support

Fast And Agile Response to Covid-19 – First Delivery June 2020

Legend: 2018, 2019, 2020
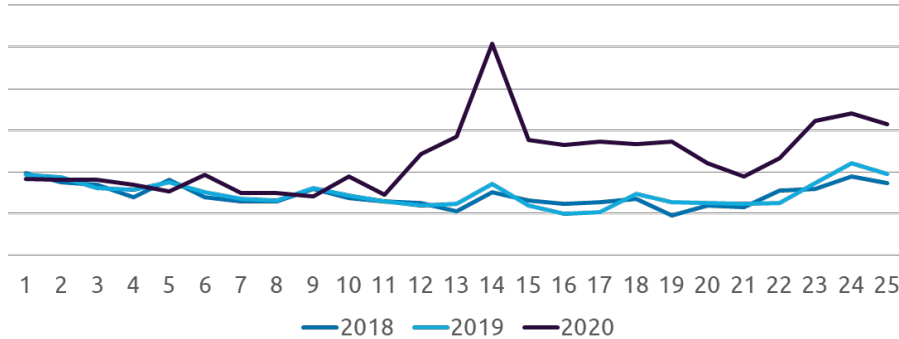
**Main driver: Covid-19's impact on labor market**

- Unprecedented number of registered customers

- In a week: 61% surge in registered customers compared to same period last year

Solution: Increase self-service, improve customer experience

- Job seekers who do not require personal guidance can now take care of their needs digitally, resulting in decreased queue times

First week in production

10%
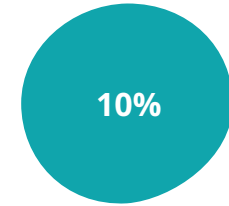
Were immediately eligible for new self-service flow

Resulting in:

Approx. **1500 meetings**

Approx. **700 hours**

Saved for the agency and citizens

Enabling External Partners as Case Workers
Reforming the agency

In 2019 Arbetsförmedlingen started to expand co-operation with external partners as part of our core business

This increased the demand for our business processes to be digitalized, unified and more transparent

On 17th of April this year we launched two new business processes accelerating this reformation

We Did It!

- 4 months of development with a fixed deadline

- 3 Pega scrum teams working tight together

- Leveraged existing rulesets to maximize re-usability in the solution

- Delivered on-time. Zero incidents

- Significantly improved case worker experience through streamlined processes and built-in controls

Transformation milestone achieved!

Case workers are transitioning to case management, adopting unified processes – and are happy!
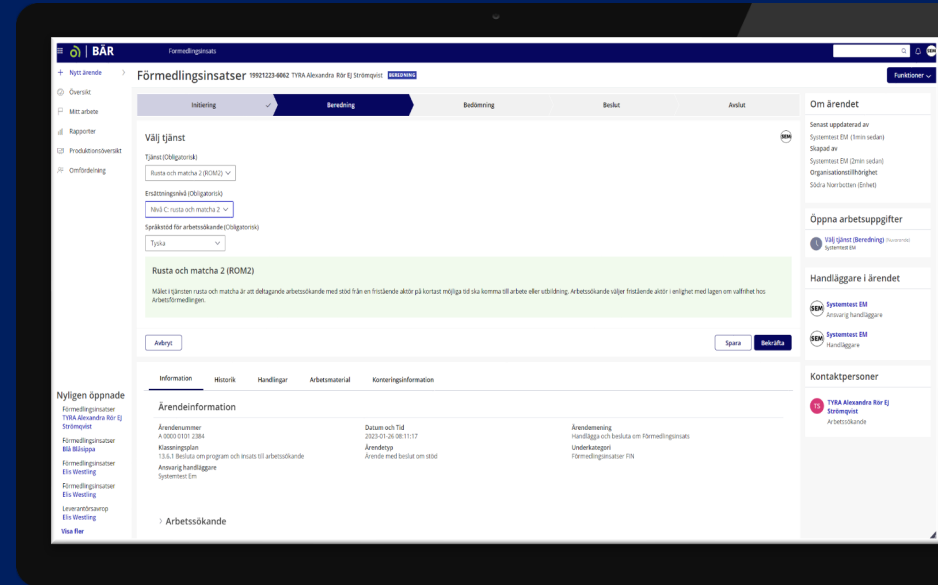
We've made significant progress in the past 4 years

And we're now fully prepared and excited for the next phase with Pega!

Looking forward to it!