



Italian Workers' Compensation Authority

Italian government agency uses Adobe® solutions for digital case management system, dramatically decreasing costs and increasing employee productivity

ITALIAN WORKERS' COMPENSATION AUTHORITY

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INDUSTRY

Government

BUSINESS CHALLENGES

- Maximize employee productivity
- Decrease costs of using paper-based forms and processes
- Automate manual data entry process to decrease errors

SOLUTION

- Document generation
- Online forms management

INAIL used Adobe solutions to streamline document submission and processing, reducing claim management time and increasing employee efficiency.

RESULTS

- Reduced volume of applicant visits to INAIL offices, allowing for redeployment of employee resources and an increase in productivity
- Implemented a digital workflow, decreasing costs associated with paper-based forms and processes
- Decreased need for manual data entry, redeploying resources and reducing errors

Migrating documents from the counter to the computer

Istituto Nazionale Assicurazione contro gli Infortuni sul Lavoro (INAIL), The Italian Workers' Compensation Authority, is responsible for protecting and insuring workers against injuries caused by work-related accidents and occupational diseases. The insurance is subsidized by all employers who directly or indirectly engage staff in activities identified by the law as hazardous. INAIL also undertakes important initiatives to continuously monitor employment trends and accidents. The agency provides accident prevention training and consulting to small and medium-sized businesses, and offers financing assistance to companies that invest in providing their employees with a safe working environment. Headquartered in Rome, INAIL has 220 local offices throughout Italy and approximately 12,000 employees.

As a government agency, INAIL has a very complex structure and primarily paper-based information flows and processes. For example, every February all Italian companies pay their insurance contributions to INAIL using a specific paper pay slip. INAIL also receives accident reports from doctors and opens a file for each case, which creates a series of certificates and applications that need to be processed and archived.

Previously these processes were handled manually by agency employees, requiring them to complete certificates, receive claim applications, issue receipts, and pass all documentation to data entry clerks. The paper-based workflow often led to errors, created the need for re-entry of data, and resulted in costs associated with personnel time and the consumption of large quantities of paper.

Completing and processing documents online with Adobe PDF

Like other government agencies, INAIL decided to take swift action to streamline both case processing and the agency-customer relationship, choosing digital documents as the tool and Adobe as supplier and consultant. The introduction of Adobe Portable Document Format (PDF) documents that can be used on the Internet helped reduce pressure on local offices and decreased the need for applicants to visit the office in person for application processing. These forms can now be processed online with digital completion and submission of documents.

“Adobe PDF is a flexible, reliable, and standard tool that can simplify processes, be adapted to all IT systems, and be used by both users and INAIL staff from any computer workstation,” says Vitaliano Chiodo, INAIL IT manager. “The introduction of digital documents was simple and immediate, particularly for Compensation Authority staff, who immediately felt the benefits of the transition to electronic case management. The system is also reliable, as it reduces the number of errors attributable to the programmer.

“With the introduction of Adobe PDF documents that can be used on the web, we are able to achieve savings when it comes to using paper, redeploying data entry and front office staff, and streamlining our procedures. All of this can only have positive effects for our users, which is particularly pleasing for us.”

The new digital workflow created with the Adobe solution directs applications submitted by companies and by unemployed workers to the INAIL server. The data is then extracted and transferred to the appropriate local office, initiating the in-house case management procedure.

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IT manager,
Italian Workers' Compensation Authority

SYSTEMS AT A GLANCE

- Adobe Reader Extension Server
- Adobe Form Server
- Adobe Form Server for IBM
- Adobe Designer

- BEA WebLogic
- IBM WebSphere
- Microsoft Internet Information Services (IIS)
- Microsoft Windows NT

“In terms of technology, we moved from an Internet environment with Microsoft® Windows® NT systems, BEA WebLogic, and Microsoft IIS to Intranet systems with IBM® WebSphere and a client/server or company Intranet software context,” says Chiodo. “Essentially, we retained as-is development without having to change anything.”

The Adobe software, including Adobe Reader® Extension Server, Adobe Form Server, Adobe Form Server for IBM, and Adobe Designer products are installed on the servers in INAIL's Rome headquarters. On its website, users can find Adobe PDF documents with special enablers allowing document completion and submission.

Benefits experienced by INAIL and its users

Companies can process the applications they have pending with INAIL using a PC and digital signatures, while home-based users can download the document and take it to the INAIL local office, which will already have received the online application. The user is then subsequently called in to the INAIL office to complete the procedure in just one visit, rather than the estimated three visits previously required.

INAIL has already experienced substantial benefits since introducing the Adobe PDF electronic document process including an increase in information security and a streamlined process for transmitting completed and validated content. It has also experienced a substantial reduction in paper costs and an increase in process efficiencies. All these results have had a positive impact on INAIL users.

INAIL shared its choice of technology with the IT department of the CNIPA (National Centre for IT in Public Administration), and requested confirmation of its decision. The CNIPA not only endorsed INAIL's choice, but also provided apt recommendations about future implementations yet to be decided. INAIL also requested assistance from the CNIPA in identifying forms and official applications that did not require a high degree of customization to be computerized and were widely used by the general public.

Given this type of electronic interaction, INAIL chose Adobe as its supplier because it realized that rather than developing software in-house, it is more expedient to adopt solutions based on high productivity standard products. INAIL found that Adobe was the only company able to provide an efficient solution for digitally completing and processing applications.

“The hope is that this new way of designing online services takes off, as it is a real innovation and could speed up the release of new services,” concludes Chiodo. “Our structure is demanding, and we were able to confirm that an online Adobe PDF form integrates perfectly—and is in line with—INAIL document handling and management subsystems specifically, IRA/insurance relationship management.”

“We expect that we will be able to rely on Adobe's quick design tools because of the add-ons that the product offers, such as digital signatures and accessibility features for the visually impaired, as well as its capacity to integrate with the rest of our system.”

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