

Revolutionising French Social Security Payments with a TMS

Best TMS
Implementation
SILVER WINNER
URSSAF Caisse
Nationale

A vital government agency hindered by a cumbersome system has eliminated delays, expense, and inefficiencies by investing in a sophisticated technology solution.

Managing a country's €1,500bn social security contributions is a complicated task. URSSAF Caisse Nationale, the French agency with that responsibility, was hampered by legacy technology and 26 regional subdivisions with their own directors, tools, and ways of working. A new TMS introducing standardised processes and a centralised cash pool in Paris has helped ease complexity and inefficiencies in its payments and cash management.

The past reliance at URSSAF Caisse Nationale on bespoke software that was becoming increasingly complex and expensive to manage, and bank connectivity that was fragmented, was a somewhat broken system that needed fixing. The French social security agency decided that all the stakeholders should in future be on the same system.

A scalable on-premise Datalog TMS was selected to achieve this aim. It can add new entities easily, handle complexity, and manage high volumes of transactions – all functionalities which were crucial in winning the agency a Silver accolade at the TMI Awards 2023 in the Best TMS Implementation category.

Centralised and embedded

After consultations with local teams across France, and a separate finance unit, an RFP was issued by the Paris treasury team for a new TMS and technology stack. Datalog TMS was chosen.

Installing the cash management module was the first roll-out step. This helped centralise the treasury in Paris and embed it much more deeply into the agency as it oversees cash flow on the new solution from its central position.

Phase two of the project began in September 2023. This involved the implementation of a payment factory (PF) and the banking communication modules of the TMS necessary to improve connectivity, a key requirement in directing the high volumes.

According to Omar Pazmiño, Information Systems Mission Manager, URSSAF Caisse Nationale: "We are now migrating all the direct debits and adding new workflows. Previously, with some of these

"As operator of essential services in France, it is imperative to recover social security contributions to meet social benefits linked to retirement, health, poverty, and unemployment."

Loïc Girard, Treasury Project Manager,
URSSAF Caisse Nationale

flows, somebody had to physically walk from one place to another to sign a document, and then go to the bank to issue the wire transfer. But now everything is done via the new system."

URSSAF Caisse Nationale has around 15 applications feeding data on payments and direct debits into the TMS. Whenever the rules around SEPA payments alter, as they do every so often, changing 15 different tools was previously necessary. This caused delays and expense. The single system now in place means that this isn't an issue anymore. "We just update the TMS," explains Pazmiño. "Having everything centralised in the TMS is a significant improvement for us."

The next step, undertaken by the treasury and finance team in Paris, was to establish a data lake. Through the tools in the TMS and information such as intraday statement reports, the Parisian headquarters can now analyse data much more effectively. It verifies all the local subdivisions are sending funds to the central treasury on time and the cash pool is growing as expected.

Further efficiency gains are being investigated as the new system beds down at the agency. For instance, the Electronic Banking Internet Communication Standard (EBICS) payment protocol in the SEPA zone has a TS variant that allows for the easier exchange of payment files. It facilitates faster digital signing of banking orders.

"We wanted to – and now can – use a token to sign files instead of connecting to the bank to check them," explains Pazmiño, citing just one of the many new tasks that URSSAF Caisse Nationale is able to perform, thanks to its new TMS.

