DIGITAL SUCCESS STORIES -
CELEBRATE WITH AXSOS
PEGASE EU-REPRESENTATIVE-PROJECT IN JERUSALEM

The European Union disposes of more than one hundred delegation offices around the world. As an integral part of the European Union, the European Union Technical Assistance Office (or Representation Office) for the West Bank and Gaza Strip, together with the Member States represented on the ground, plays an important role in the diplomatic community. The staff consists of the European Union's offices Commission in Gaza and East Jerusalem and includes officials from Brussels of various European nationalities, Palestinian national staff and a team of technical experts who advise the Commission on project identification, formulation and implementation. The work requires close coordination with EU Member States and other donors, but above all with the Palestinian Authority itself. The European Union measures peace consolidation, attaches great importance to democracy and human rights and finances a multitude of projects.

Since 2008, the EU has supported the recurrent expenditure of the Palestinian Authority with systematic, predictable and unconditional contributions to the payment of salaries and pensions of Palestinian Authority officials (CSP programme), social benefits for poor Palestinian families (VPF program) and unpaid bills for medical referrals to East Jerusalem hospitals (EYH program). This contributed both to state-building and social cohesion as well as to economic and security stabilization.

SECURITY AS A TOP PRIORITY

The implementation of the PEGASE programs is supported by a comprehensive and robust information system consisting of IT-tools and databases. The EU representation in Jerusalem was looking for a company able to assist EUREP in the effective management and maintenance of PEGASE information system at all levels.

SAVE COSTS AND TIME THROUGH OVERALL SIMPLIFICATION

FACTS AND FIGURES OF THE PROJECT

· Systematic and comprehensive maintenance of hardware, network, domain control and the software environment.
· Development of a comprehensive disaster recovery plan (backup and recovery).
· Provision of complete information security.
· Provision of software development and other ad-hoc tasks to support new modules and procedural changes.

INITIAL SITUATION

In August 2015, AXSOS took over all services, including the regular maintenance of hardware and software, the running of network infrastructure and the integration and development.. The biggest challenge in this context was to adequatly map the complexity of the process. For example, it was previously not possible to perform a transaction without the assistance of dedicated IT-staff to stay in contact. In addition, the AXSOS team was under significant pressure as the European representation in Jerusalem is responsible for the payment of 50% of the salaries of the Palestinian Authority staff and must meet tight deadlines for these transactions.

SOLUTIONS

The automation of the entire process was proposed as solution. This minimized the risk of technical problems during the processes, payments can now be executed within the requested time and are no longer dependent on to an IT employee. Through additional backup and disaster recovery mechanisms, the data within the application is also securely stored - these are points that were of particular importance for the European Union.

The overall simplification of the process also resulted in significant time and cost savings. The system was updated several times to support new types of payments, ensuring that the process was generally simplified for everybody involved. Furthermore, great importance was attached to the accuracy of sensitive data, with validation processes and reports on each step of the process provided, for the EUREP team to be able to track the payment data step by step.