



DIGITAL SUCCESS STORIES - CELEBRATE WITH AXSOS

DIGITIZATION OF THE MEMBERSHIP CHECK FOR FUND APPLICATIONS



EVG stands for Railway and Transport Union. It is the leading German trade union in the transport sector, jointly and reliably bargaining for fair wages and good and safe working conditions for the entire workforce. The EVG represents all professional groups and employees of all companies within the transport industry.

EVG negotiates for fair wages as well as good and safe working conditions. According to its motto "We live community", EVG is a member-oriented trade union and as such offers a range of social benefit schemes, from training and life-long learning towards support in times of need.

MINIMIZING TIME EXPENDITURE AND INCREASING EFFECTIVENESS

The expansion of social services, which is strongly promoted by the collective bargaining policy of the EVG, attracts great interest among the members. Social Security services, including health insurance, social and educational benefits and risk coverage, are provided to EVG members who are eligible for funding through a partner company called "Fonds Soziale Sicherung".



INCREASING THE NUMBER OF MEMBERS THROUGH DIGITIZATION

INITIAL SITUATION

In the past, applying for a fund required each request to run through two application systems and to be processed by employees of two companies to verify the eligibility of each application. Around 80,000 requests per quarter were formerly manually validated, the average time for a request to be processed being between 5-10 minutes on average.

Members applied to social security funds by applying on FSS's portal where the application was processed by an employee, before sending it back to EVG to verify its eligibility and ultimately back to FSS to either grant or reject the respective application. The communication, validation and processing were done manually by employees of two companies.

SOLUTIONS APPROACH

The goal of the membership check for fund applications is to reduce the workload in the processing of applications, shorten the processing time of applications and ensure good member service. Applications are now received through a web service, where the compiled data is compared to EVG databases based on pre-defined rules stipulated by the admins, including the sequence of data, accuracy of spelling and eligibility criteria. Via the process dashboard, the admin monitors the effectiveness of his rulebook and, if necessary, makes targeted adjustments.

As an additional optimization, the digital membership check also includes the automatic provision of additional approval-relevant membership data. For the exchange of application data and test results, communication between the three systems involved has been established via web services. Logins, encryption and firewall secure the communication. A central attribute database with defined synchronization processes has been introduced to automatically treat auxiliary data equally in all participating applications.

For the sake of a quick success, the process has been developed in two steps. In the first step, the „fair weather flight“ within which 80% of the membership check is done automatically, has been implemented. In a second step, the main exceptions have been implemented. Today, the process runs 94% of the tests automatically. The ROI was achieved in the short period of two months.