

National Pension Scheme Authority (NAPSA) uses ViciFlow BPM for Claims Processing

NAPSA is the Pension Scheme Authority in Zambia with a mandate to act as the main vehicle for providing retirement and other social security benefits to workers in the country. The main functions of NAPSA are to collect contribution income, invest this income and then distribute benefits when they fall due.

NAPSA covers all regularly employed persons in all sectors of the economy, although coverage is currently restricted to the formal sector. The cumulative number of members registered since the inception of the scheme in 2000 is slightly above 900,000 with active members around 600,000. The number of employers registered with the scheme is 18,000. These are spread across the country and are serviced through the Authority's large network of 10 area offices and 13 district branches.

As part of its regular operations, NAPSA is required to process Claims from its members spread across different locations in Zambia. The claim forms received along with the collateral documents are required to be reviewed and approved by multiple people before the claim is processed and bank transfer is done.

We implemented ViciDocs and ViciFlow modules for NAPSA and the claim processing workflow is managed using the ViciFlow module. Our solution entailed the following:

- Structured folder hierarchies were set up for classifying various documents into ViciDocs ECM
- Capture Client was used to capture various documents into these folder structures
- OCR and Full Text Search were enabled to facilitate retrieval of documents based on content searches.
- Form based and document based workflows were designed for managing Claim Processing workflow and other important document based and form based workflows in NAPSA



Name	Status	Action	Date	Description
Workflow Name	Completed	1	2010/01/01 10:00	Workflow Description
Workflow Name	In Progress	2	2010/01/01 10:00	Workflow Description
Workflow Name	Pending	3	2010/01/01 10:00	Workflow Description
Workflow Name	Cancelled	4	2010/01/01 10:00	Workflow Description
Workflow Name	On Hold	5	2010/01/01 10:00	Workflow Description
Workflow Name	Completed	6	2010/01/01 10:00	Workflow Description
Workflow Name	In Progress	7	2010/01/01 10:00	Workflow Description
Workflow Name	Pending	8	2010/01/01 10:00	Workflow Description
Workflow Name	Cancelled	9	2010/01/01 10:00	Workflow Description
Workflow Name	On Hold	10	2010/01/01 10:00	Workflow Description
Workflow Name	Completed	11	2010/01/01 10:00	Workflow Description
Workflow Name	In Progress	12	2010/01/01 10:00	Workflow Description
Workflow Name	Pending	13	2010/01/01 10:00	Workflow Description
Workflow Name	Cancelled	14	2010/01/01 10:00	Workflow Description
Workflow Name	On Hold	15	2010/01/01 10:00	Workflow Description
Workflow Name	Completed	16	2010/01/01 10:00	Workflow Description
Workflow Name	In Progress	17	2010/01/01 10:00	Workflow Description
Workflow Name	Pending	18	2010/01/01 10:00	Workflow Description
Workflow Name	Cancelled	19	2010/01/01 10:00	Workflow Description
Workflow Name	On Hold	20	2010/01/01 10:00	Workflow Description

Business Needs/Issues:

- Large number of Claims from different locations
- Need for review and approval from multiple people spread across different locations
- Physical distribution of Claims forms for review time consuming and prone to huge delays
- Lack of traceability of where the Claim Process is at any point in time

Benefits for NAPSA from ViciFlow:

- Significant reduction in lead time for Claims Processing
- Review and approvals done electronically aided by email notifications and reminders
- Clear traceability of the Claims Process at any point in time with ViciFlow reports
- Detailed audit trails and reports on the approvals

How ViciFlow BPM works



For a quick check to see what we can do for your organisation, please contact us.