

**Patrick Mylle**  
Policy and Strategy Advisor  
RSVZ-INASTI



# SAS BOOSTS PENSION MANAGEMENT

Improved information sharing, optimal use of financial resources, and increased productivity. These are the targets set by the Belgian National Institute for the Social Security of the Self-Employed (RSVZ-INASTI). Implementing a SAS Business Intelligence environment has been instrumental in helping RSVZ-INASTI achieve these objectives. The efficiency of internal processes can now be better monitored. With critical pensions-related information now rapidly available, more timely and efficient decisions can be made.

## Business Issue

Better information sharing and reporting, generate timely answers to essential questions.

## Solution

An end-to-end business intelligence solution, from data collection to clear reports, makes data accurate, consistent and rapidly available for all users.

## Benefits

SAS is an ideal vehicle for communicating strategic and operational targets. Operational reports allow everyone to follow up on the daily status of files and management reports allow to undertake more thorough analysis.

## A GLOBAL OVERVIEW OF PERFORMANCE

### Improving the quality of information

As a public social security organization, RSVZ-INASTI deals continuously with a huge amount of incoming and outgoing data. It occupies a central position between self-employed citizens and other governmental bodies. The information it gathers is used to calculate the pensions of self-employed individuals and organize their follow-up.

The institute identified information sharing and reporting as key elements of its management plan. How many pension files were processed in the past month? What is the average time between a customer request and a decision? How are regional branches performing compared to one another?

“We wanted to improve internal monitoring by generating timely answers to these essential questions,” says Patrick Mylle, Policy and Strategy Advisor at RSVZ-INASTI. “And also to give management a global overview of how the institute is performing.”

### SAS implements management cockpit

SAS answered RSVZ-INASTI's needs by implementing a Business Intelligence application. The tool gathers data from existing IT systems, and then presents it to users in clear reports. These are easily accessible from the intranet. The application generates both operational reports enabling everyone in the

organization to follow up on the daily status of files and management reports allowing heads of departments to undertake more thorough analyses.

“The new system has generated a greater discipline in providing quality of data and in better following internal procedures”, adds Mylle. “The SAS tool is also an ideal vehicle for communicating strategic and operational targets.”

### About RSVZ-INASTI

The National Institute for the Social Security of the Self-Employed (RSVZ-INASTI) has numerous missions. These include the awarding of pensions, the payment of child benefits, the collection of social security contributions, and the determination of social security obligations. Its tasks also include the centralized management of data related to self-employed people and to private companies.

RSVZ-INASTI supervises the social security of 850,000 self-employed individuals. It has twelve branch offices throughout Belgium and relies on the expertise of 830 employees to carry out its missions and achieve its targets.

“SAS has greatly increased automation and productivity within the organization. Performance management in the Pensions department is now a reality. We can regularly monitor how the department is doing compared to objectives and rapidly identify the reasons if any comes up short.”

**Patrick Mylle**  
Policy and Strategy Advisor  
RSVZ-INASTI

## REPORTS THAT SPEAK FOR THEMSELVES

### Processing efficiency closely measured

Metingen / Measures (%)	Objectieven / Objectives (%)	Verschil / Difference (%)	Volume
89,61	90,00	-0,39	154,00
79,62	100,00	-20,38	1.827,00
87,26	85,00	2,26	9.138,00
87,45	85,00	2,45	2.702,00

HTML reports on the intranet enable staff to rapidly obtain a clear idea of the time it takes to carry out daily tasks such as responding to a customer query or calculating the precise amount of a pension. SAS® Web Report Studio reports actual performances and relates these to preliminary targets.

### List of relevant files for further investigation

Dienst	Afwijking van het doel	Doel Indicator	Opdracht id. num
22-PEN-INFO-190	13	0	200409093000118
22-PEN-INFO-190	4	0	200411083000183
22-PEN-INFO-190	4	0	200411083000212
22-PEN-INFO-190	2	0	200411083000342
22-PEN-INFO-190	2	0	200411163000076
22-PEN-INFO-190	13	0	200411183000191
22-PEN-INFO-190	1	0	200411263000112
22-PEN-INFO-190	11	0	200411263000312
22-PEN-INFO-190	4	0	200411263000392
22-PEN-INFO-190	4	0	200411263000398
22-PEN-INFO-190	4	0	200411303000456
22-PEN-INFO-190	2	0	200412013000052
22-PEN-INFO-190	3	0	200412073000074
22-PEN-INFO-190	2	0	200412073000074

Department managers can carry out further analyses by means of ad hoc queries. The query result highlights all files that vary from the target as well as the degree of deviation. Managers can immediately look up the relevant files, without wasting time reviewing all of the documents. This boosts working efficiency and improves customer service.

### Measuring achievements versus KPIs

Elements	Kantoren	Brussel - Brusselles	Antwerpen	Limburg	Oost-Vlaanderen	Vlaams-Brabant	West-Vlaanderen	Brabant wallon
Eerste rust	Green	Red	Green	Green	Green	Green	Green	Red
Herziening rust	Green	Red	Green	Green	Green	Green	Green	Red
Eerste gescheiden	Green	Red	Green	Green	Green	Green	Green	Red

SAS® Strategic Performance Management is used for balanced scorecarding and to compare achievements with key performance indicators. Results are pictured by colored dots that clearly highlight problem areas. This also facilitates benchmarking. The tool provides valuable assistance in, for example, helping managers answer specific questions from public and political authorities.

### Why RSVZ-INASTI chose SAS

- SAS offers an end-to-end Business Intelligence solution, from the collection of raw data to the generation of crystal clear reports.
- The automated reporting process makes data available more rapidly, more accurately, and more consistently.
- SAS generates both static HTML reports for all users, and an ad hoc query application for decision-makers, all based on the same data warehouse.
- Management can make decisions based on objective information.
- The modular conception of the SAS tool means it can grow seamlessly with the expanding needs of the organization.



SAS INSTITUTE NV/SA | HERTENBERGSTRAAT 6 | B-3080 TERVUREN  
TEL: +32 (0)2 766 07 00 | FAX: +32 (0)2 766 07 77 | [WWW.SAS.COM/BELUX](http://WWW.SAS.COM/BELUX)

SAS and all other SAS Institute Inc. product or service names are registered trademarks or trademarks of SAS Institute Inc. in the USA and other countries. ® indicates USA registration. Other brand and product names are trademarks of their respective companies. Copyright © 2006, SAS Institute Inc. All rights reserved.