



KINGDOM OF MOROCCO



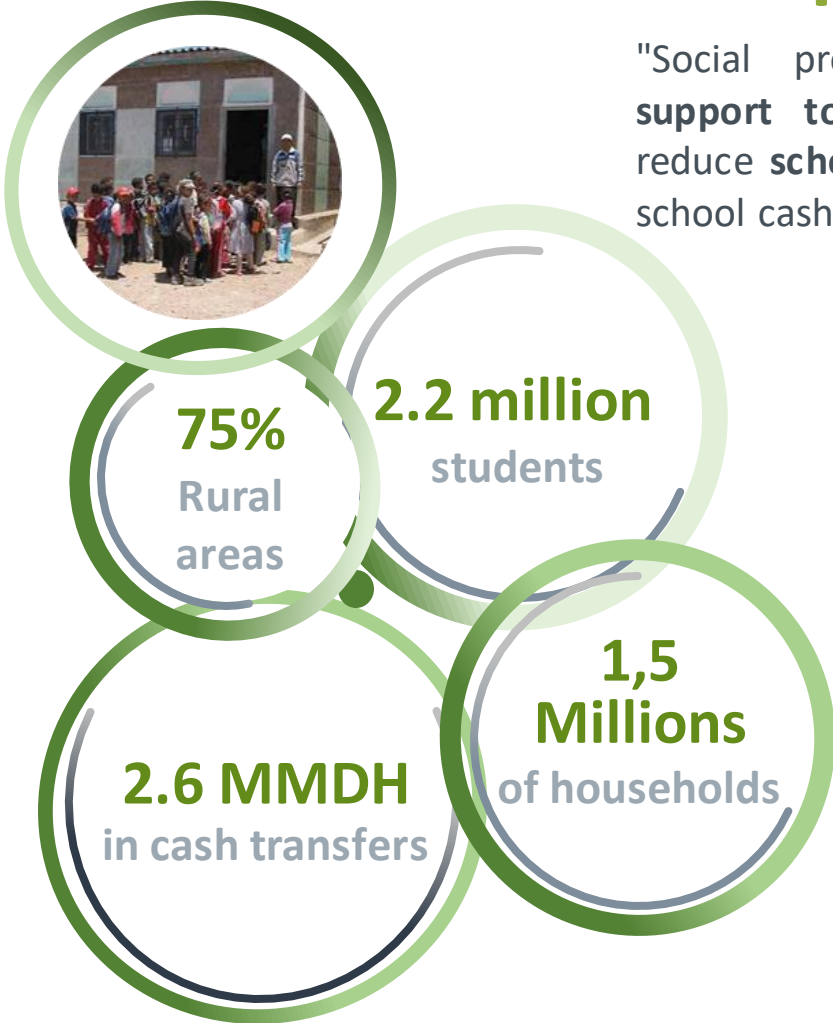
Reengineering and digitization of cash transfer programs: The case of the "TAYSSIR" social program



Promoting education and reducing school attrition

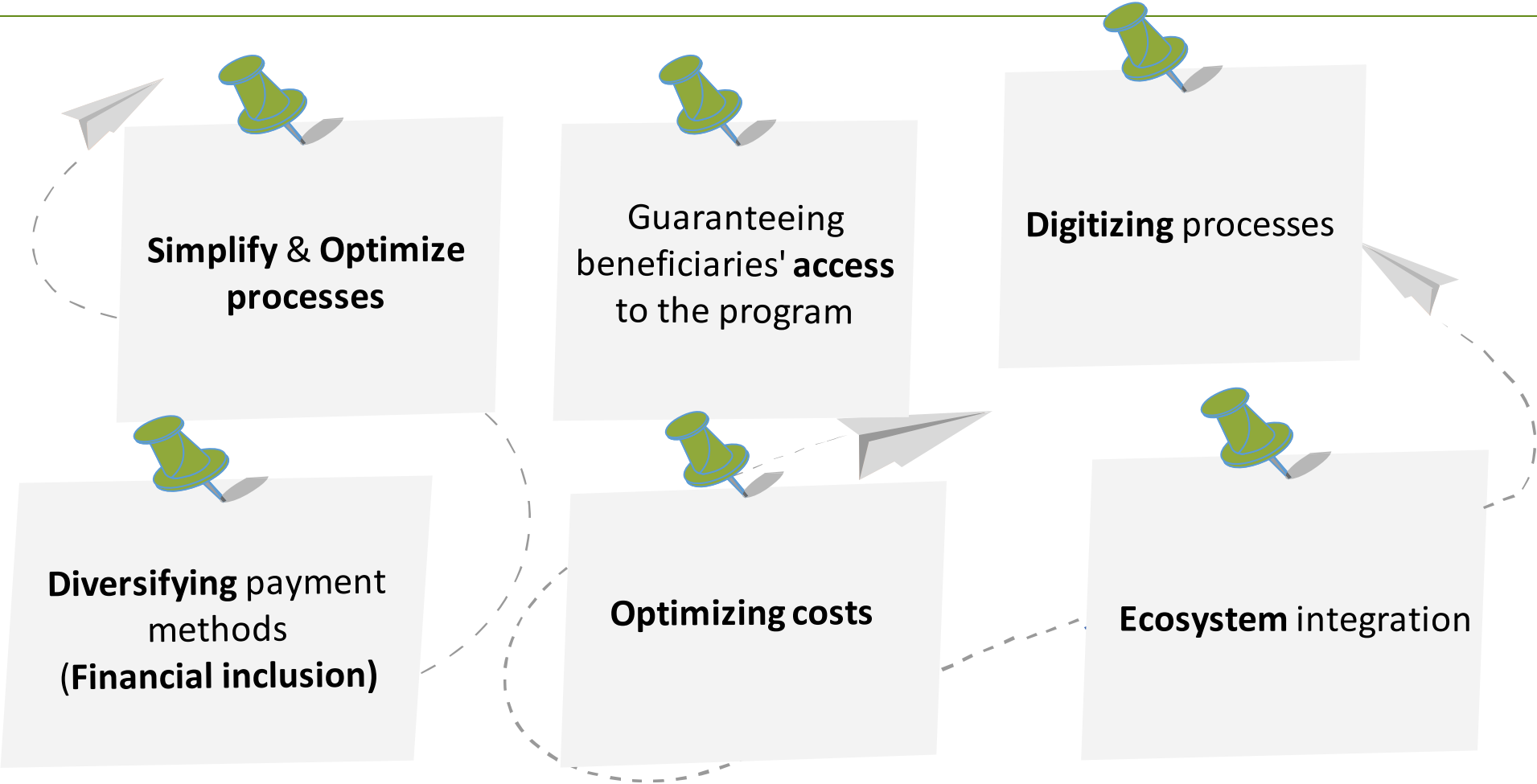
TAYSSIR

"Social program to provide financial support to poor families in order to reduce school drop out by paying them a school cash transfer".



Figures School year 2021-2022

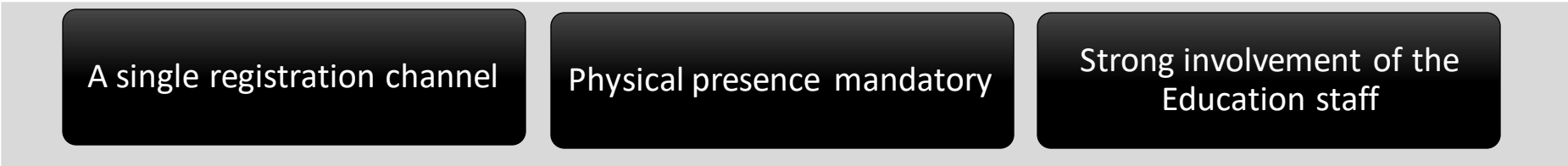
Main challenges and objectives of the Program Transformation Project



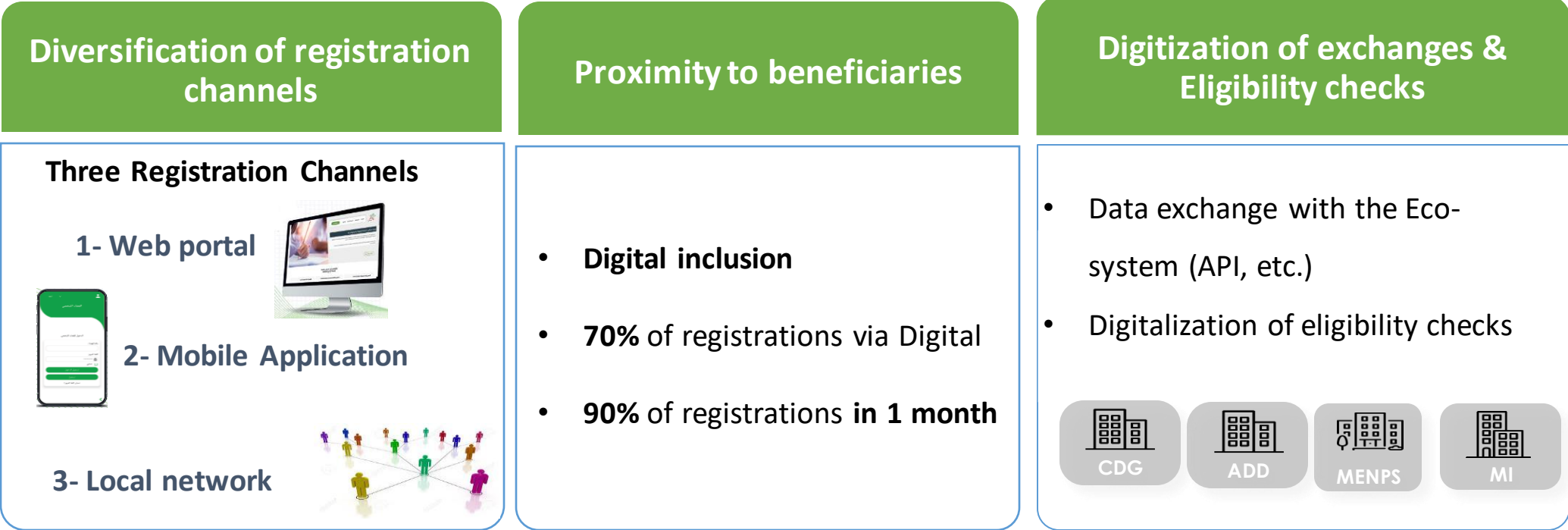
Management agreement of 07/22/2022 between CDG/CNRA and the State

1/3- Transformation of the "Program Registration" process

Before

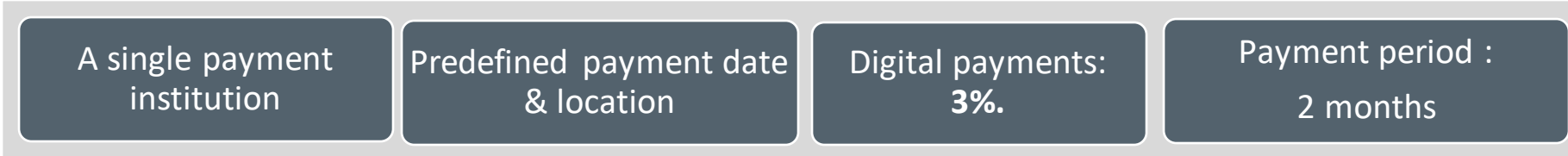


After Customer Digitalization



2/3- Reengineering the payment process

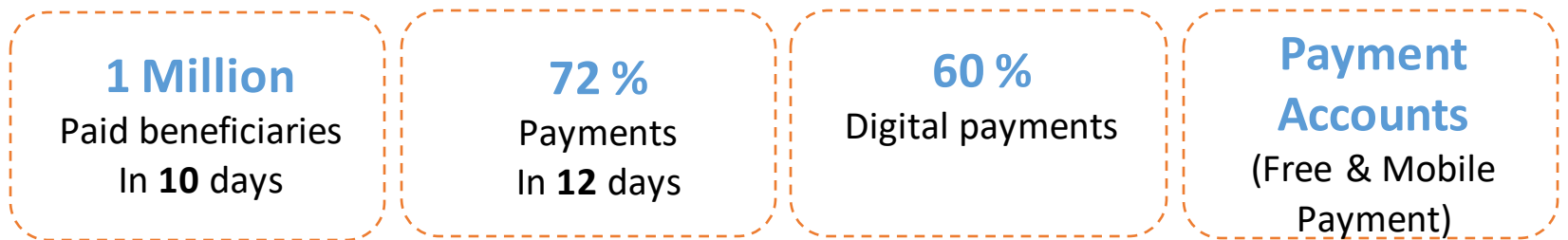
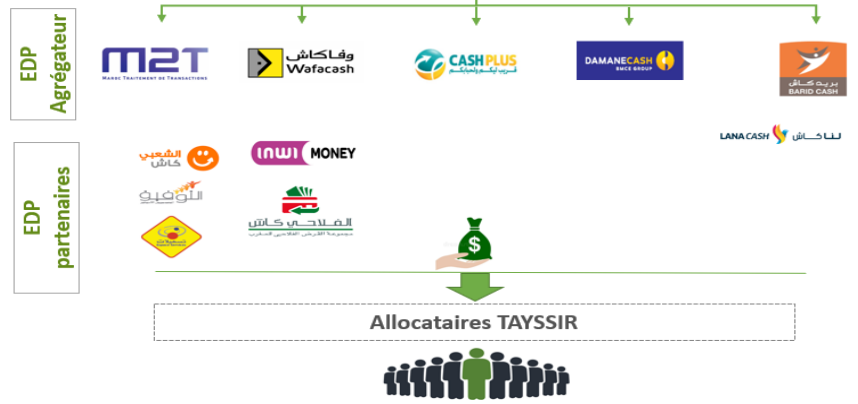
Before



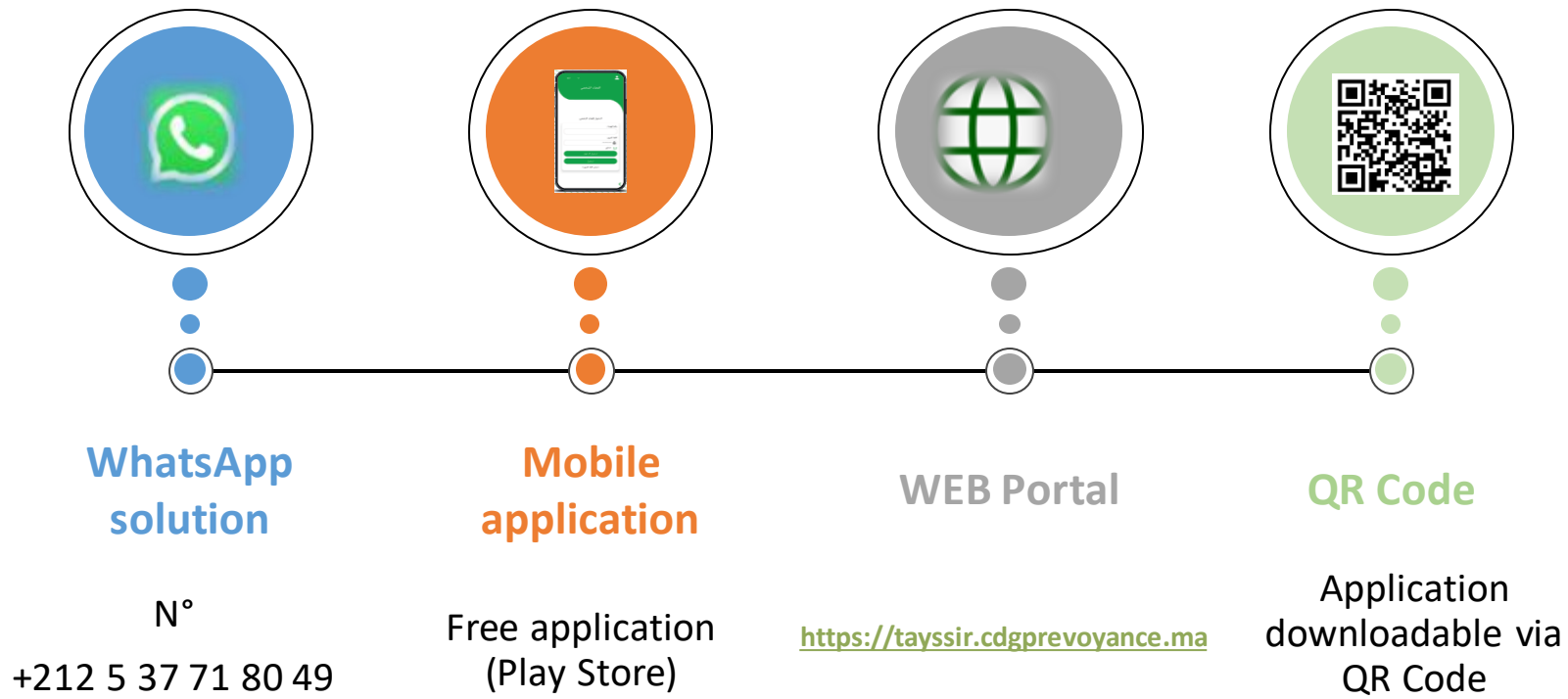
New platform: "Payment HUB "



Access & Connection with over 12,700 payment points/offices



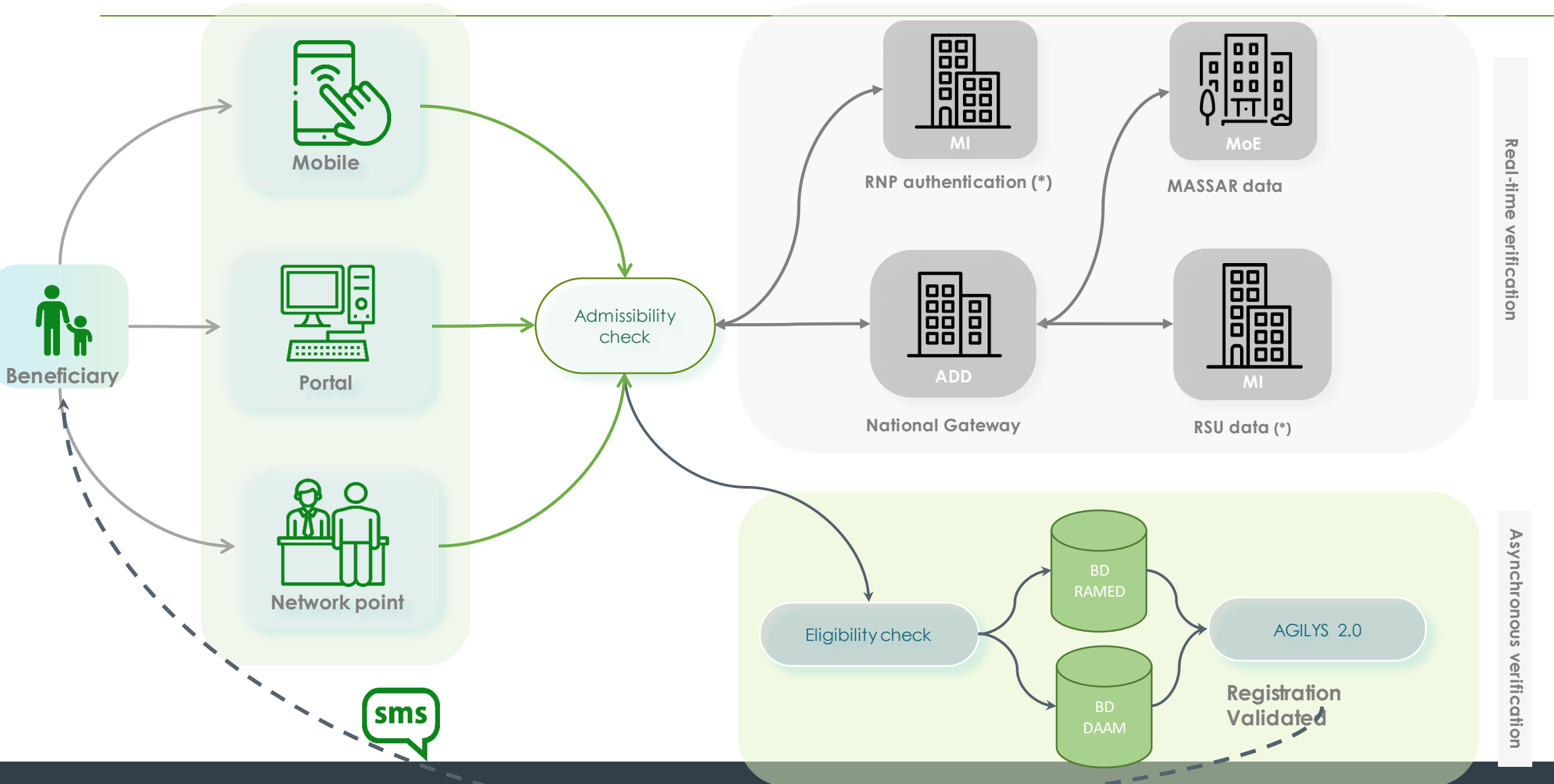
3/3- Digitizing the "Claims" process



- 99% of complaints are received via digital channels
- Personalized & instant answers
- 39% drop in claims between the last two payment transactions

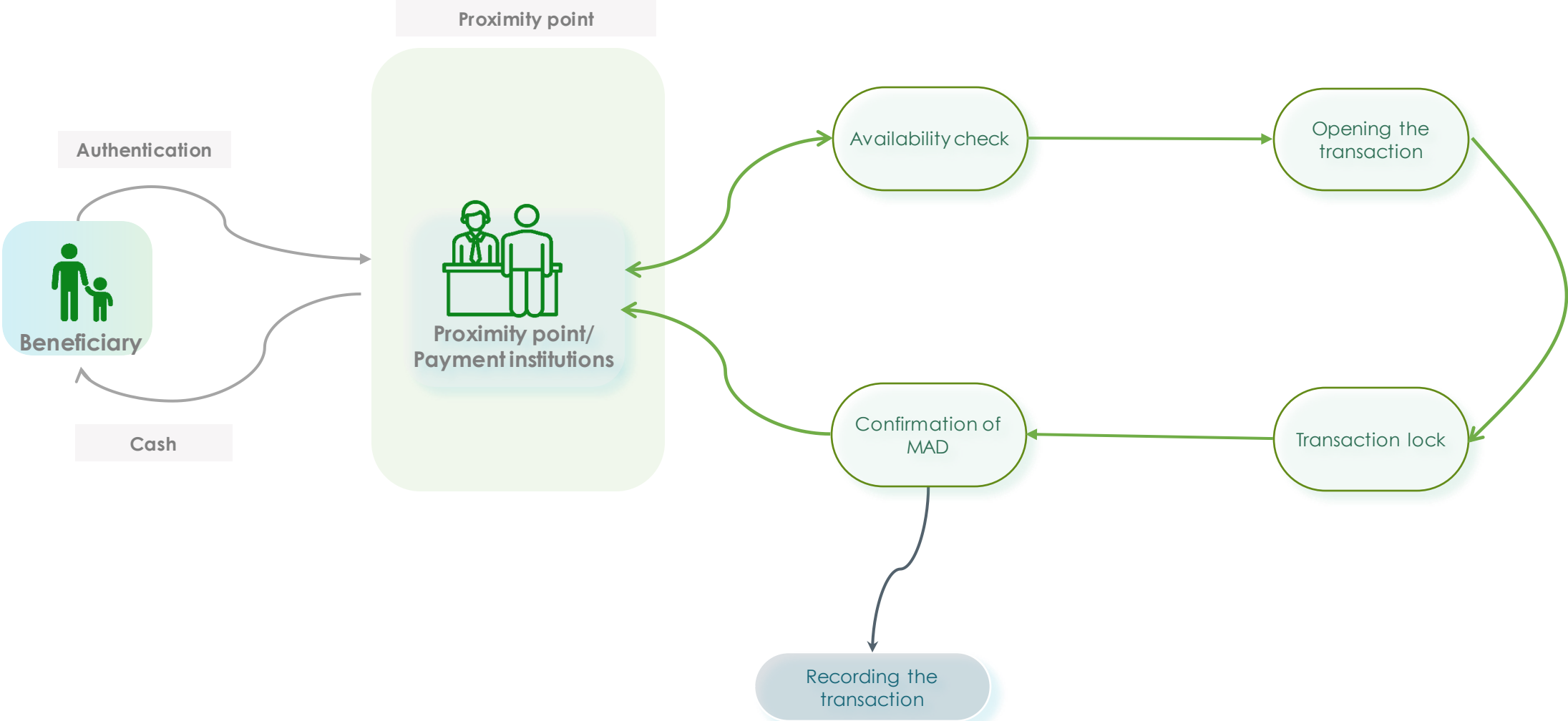
Flow of exchanges with the Eco-System: Registration & Eligibility check

3 registration channels



Payment Hub Flow

Payment HUB: More than 12,700 branches connected





Technology platform



The technology platform is based on a **Cloud** architecture



Infrastructure Hyper Converged

Closely integrates processing, networking and virtualization components



Micro services

Reduce barriers to change, free developers and operational staff from the constraints of complexity, and reduce the TTM of our solutions



Business Rules Engine

Automate and govern rules-based business decisions.



Workflow engine

Provides an overview of business processes and their interactions



EDM

Document management.



Private Cloud

Bundles and integrates open source frameworks, with common deployment, monitoring and security services, as well as the various microservices developed as part of projects.

- **The IS is open internally and externally, accessible via APIs (open by design).**

The levers of success

- Confidence of public authorities & Clarity of objectives to be achieved
- The Moroccan government's strong commitment to process simplification and digitization
- Capitalizing on CDG's expertise in managing social programs
- "Innovation" mindset and results orientation
- Eco-system commitment: Data exchange with stakeholders
- Adapting communication tools to the target population
- Integrating and anticipating stakeholder requirements
- Human capital mobilization, commitment and expertise