



MBS | Multi
Benefit
Solution

A solution for the future of social security.

Make every citizen matter by streamlining
benefit requests and increasing
contribution compliance.

BLYCE.

A closer look at the Multi Benefit Solution

The Multi Benefit Solution (MBS) is a Social Security Administration Solution that streamlines benefit administration, as well as contribution collections. The MBS modernizes social security administration by combining a user-friendly back office, automation of core processes, as well as modern self-service portal for citizens. Citizens will have the ability to file for contributions, as well as request benefits – ensuring timely and accurate benefit payments.

Purpose-Built for Social Security

The Multi Benefit Solution (MBS) is designed specifically for social security administrations, covering both benefits and contributions. Developed through close collaboration with social security administrations and domain experts, the MBS adheres to the highest standards while addressing local requirements. It streamlines processes from registration and contributions to benefit payouts, ensuring efficient and compliant operations. Tailored to meet the unique demands of social security, the MBS optimizes both service delivery and administrative performance.

Tailored for small-scale communities

Blyce is a niche player by choice, dedicated to serving the needs of Small Island Developing States (SIDS). We understand the unique challenges faced by social security administrations in these regions. That is why we develop affordable software solutions like the MBS, with flexible fee structures, including subscription options. Our goal is to make digital transformation accessible to these communities, improving public services and enhancing compliance across the board. By empowering local administrations with modern-day technology, we enable governments to operate efficiently while staying true to their specific needs.

Make it easy to comply, and hard not to

The technology of the Multi Benefit Solution (MBS) makes it easier for employers to meet their contribution obligations with real-time validations, automated reminders, and clear step-by-step guidance. The intuitive interfaces enable businesses to manage contributions seamlessly, reducing errors and increasing timely payments. By digitizing and automating core processes, the MBS allows social security administrations to focus on complex cases, while built-in compliance tracking, risk-analysis, and reporting help identify and address non-compliance effectively. This proactive, citizen-centric approach not only improves revenue collection but also fosters a culture of compliance, reducing operational costs while increasing compliance rates.

Automated Benefit Claims and Payouts

Benefit processing is fully automated, covering every step from claim submission to payouts. Real-time validations and streamlined workflows ensure fast, accurate handling, significantly reducing the need for manual intervention. This automation enhances the overall efficiency of social security administrations, allowing staff to focus on complex cases while maintaining high service levels for citizens. With the our solution, benefit claims are processed quickly and accurately, ensuring that payments are made timely and error-free.

Self-Service Online Portal

Enhance service quality for employers and citizens with intuitive online self-service portals. Accessible at anytime and anywhere, these portals allow users to manage contributions and request benefits effortlessly. By transitioning from in-person office visits to digital interactions, social security administrations significantly reduce administrative burdens while providing greater convenience to citizens. Citizens and businesses can now take control of their social security obligations and benefits, making processes more efficient, transparent, and user-friendly. Empower your administration to meet the demands of the future by enabling seamless online engagement.

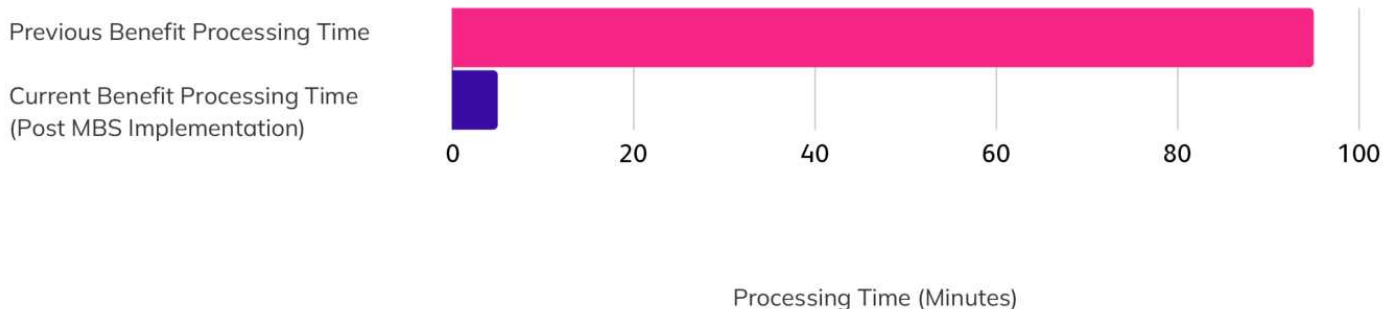
Four Key Pointers

- 1. Intuitive Interface:** Simplifies navigation, reducing errors and accelerating processing times.
- 2. Seamless Integration:** Connects with existing systems and interfaces with other government departments.
- 3. Proven Success:** Deliver effective transformation with efficient, on-time implementation.
- 4. Flexible & Scalable:** Adapts quickly to evolving needs, ensuring your administration stays ahead with cutting-edge technology.

Anguilla Social Security Board: A Beacon on Digitalization In The Caribbean

In 2019, Anguilla's SSB partnered with Blyce to implement the Multi Benefit Solution, replacing a 30-year-old legacy system. Despite the challenges posed by the pandemic, the SSB successfully went live with the MBS. Contribution filing and benefit claims are fully digitalized through the new self-service portal, moving from long waiting times at the office to convenient access, anywhere at any time. The transformation enabled seamless submission, processing, and verification of contributions and benefit claims.

Anguilla Social Security Board (SSB) Processing Time Improvement per Benefit



Anguilla's Social Security Board now stands as a beacon for social security modernization in the Caribbean, demonstrating what is possible with the right technology partner.

Fast Implementation Thanks to Off-The-Shelf Modular Design

The Multi Benefit Solution is a flexible, off-the-shelf Social Security Administration Solution that includes fully integrated components which can be implemented independently. Each component is composed of functional modules that address specific challenges in social security administration, from contribution collection and benefit claims to providing an online service platform for citizens. These integrated components provide a comprehensive system that supports all the business processes and services essential to modern social security administration.

The advantage of our off-the-shelf Multi Benefit Solution is that you benefit from a proven system, configurable and deployable in a short timeframe. By continually optimizing the solution with best practices, the MBS evolves to prevent the risk of outdated systems. Low-code development is core to how we design the MBS. New functionalities are created through drag-and-drop models, eliminating the need for complex coding. This visual interface simplifies the development process, making it accessible to administrators and reducing implementation times. By embracing low-code platforms, we focus on creating a well-designed architecture and intuitive functionality, delivering a user experience that sets a new standard in the social security sector.

Make Every Citizen Matter

At Blyce, we believe that social security is more than just benefit distribution. It is the backbone of a nation's welfare and stability. Social security systems play a vital role in safeguarding citizens' well-being, supporting livelihoods, and ensuring long-term economic security. By managing contributions and distributing benefits effectively, social security administrations contribute to both individual and societal development.

Our Multi Benefit Solution (MBS) is a sustainable method for ensuring that social security systems function at their highest potential, without increasing administrative burden or compromising on service quality. As a central pillar of public services, social security, powered by the MBS, ensures long-term sustainability and inclusivity, creating a stronger foundation for economic growth.

The Power of Automation

The Multi Benefit Solution features rules-driven automation that excels in managing complex social security processes, automating routine tasks, and handling contextual data with ease. This technology significantly improves the speed and efficiency of processing standard benefit claims and contributions. Complex cases are handled using Intelligent Process Automation (IPA), which eliminates repetitive and routine tasks, allowing administrators to focus on higher-value tasks.

Every module within the MBS is supported by comprehensive case management. Whether it's the submission of contributions or the processing of benefit claims, all cases contain tasks that can be automatically assigned and executed by authorized users. The system intuitively guides users through each step of the case, from submission to completion.

Thanks to Intelligent Process Automation (IPA), most cases are handled without the need for user intervention. When a case falls outside predefined rules, the system flags it for manual review, ensuring staff only focus on exceptional cases. This automation empowers social security administrations to improve overall productivity and service delivery.

Moreover, the MBS is designed with complete flexibility, allowing for seamless adjustments to the way cases are processed and calculations are performed. Built with configurability in mind, the system easily adapts to new laws, regulations, or business requirements, all without needing modifications to the underlying code. This adaptability not only reduces costly vendor interventions but also future-proofs the system, keeping it up-to-date without affecting historical cases.

Functionality Highlights of the Multi Benefit Solution

Centralized Registration Database

The centralized registration database consolidates all citizen and employer records into a unified system, serving as a single source of truth for contributions and benefits. Within the MBS, two distinct account types are maintained: **Employer Accounts** for managing contribution filings and payments and **Benefit Accounts** for tracking benefit eligibility and payouts. This unified approach reduces errors, ensures data accuracy, and provides Social Security Officers with a comprehensive view for better decision-making.

Online Portal

The self-service online portal allows citizens and employers to manage their accounts, contributions, and benefit claims anytime, anywhere. By moving from in-line queues to online interactions, the portal enables users to engage seamlessly with the social security administration, eliminating the need for in-person visits and making the process more convenient and efficient.

Contribution Filing

Employers can file contributions efficiently using streamlined processes and real-time validations. The system reduces administrative burdens by simplifying the filing experience while maintaining compliance with all contribution requirements.

Income Register

A comprehensive income registers tracks wages across one or multiple employers, ensuring transparency in benefit eligibility. The detailed tracking aids in accurate benefit assessments, eligibility checks, and compliance audits.

Automated Benefits

Benefit claims are processed from submission to payout through automated workflows, covering pensions, disability, sickness benefits, and more. This automation ensures quick, accurate handling of claims, reducing processing times and manual intervention.

Compliance

Comprehensive compliance tools automate reminders for overdue contributions and support enforcement measures when necessary. The system's audit functionality, with configurable risk factors, enhances transparency by supporting random case selection and detailed audits. Automated risk profiling helps identify and prioritize high-risk cases, directing compliance efforts where they are needed most. From initial notifications to legal enforcement actions, the system ensures compliance is consistently maintained, with resources focused efficiently for maximum impact.

Data Analytics

Advanced analytics tools provide in-depth insights into contributions, benefit distributions, compliance patterns, and operational performance. Reports are delivered in real-time with metrics and comprehensive analysis, enabling management to track key indicators and make informed decisions. Administrators have the flexibility to create their own custom reports as needed, allowing them to focus on specific data points and generate insights tailored to their operational requirements.

Deeply rooted in Social Security Administration



Banko di Seguro Sosial
Sociale Verzekeringsbank
Social Insurance Bank



Rijksdienst Caribisch Nederland



1996 - ongoing

Curaçao

2012 - ongoing

**Bonaire,
St. Eustatius
and Saba**

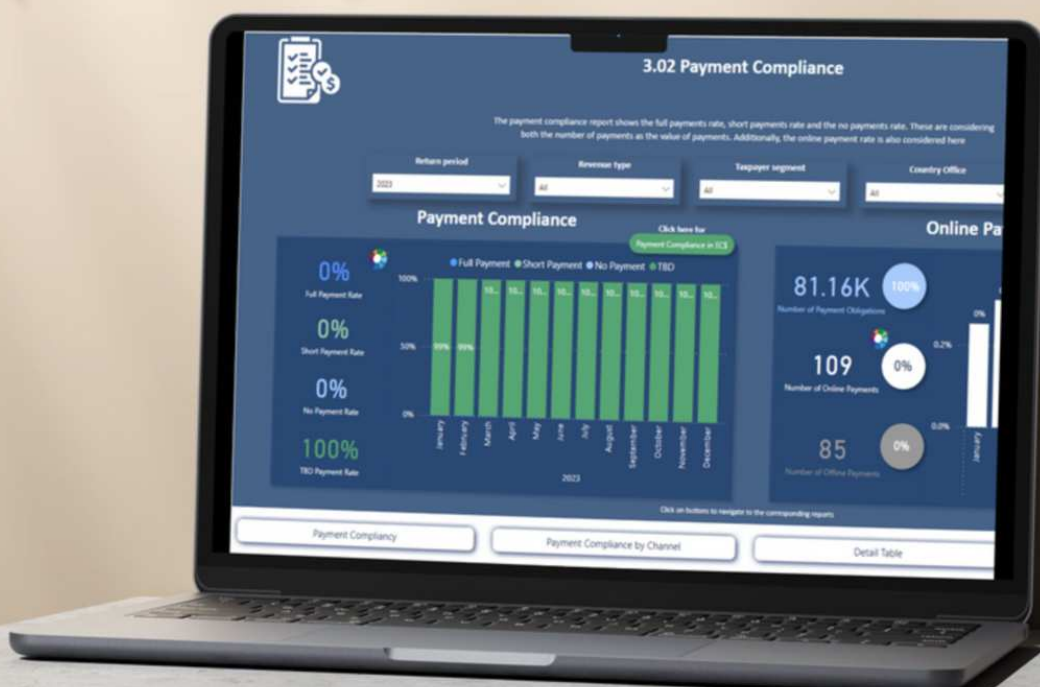
2019 - ongoing

Anguilla

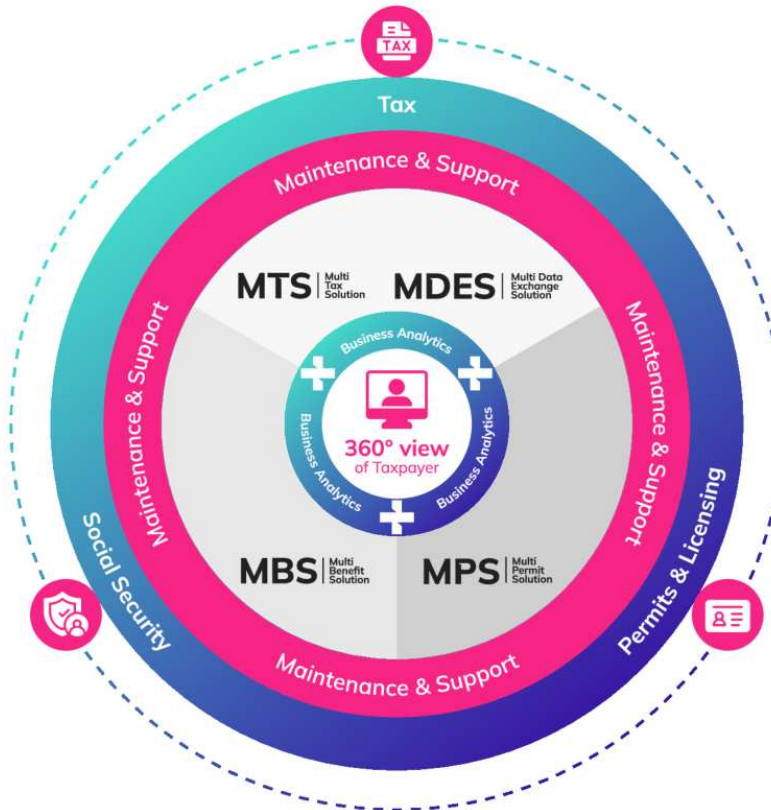
2024 - ongoing

Grenada

Close to three decades of dedicated involvement in
social security.



The Multi Benefit Solution is part of the Public Services Suite, a powerful suite of IT solutions built to create simple and seamless interactions with citizens and businesses – all in one place.



The Public Services Suite offers IT solutions that help governments obtain a 360-degree single unified view of the citizen. Governments can connect processes and services across three domains: tax, social security, and permits & licensing. The integrated suite is designed to provide excellent service to the public at a lower cost of operations and, most importantly, the Public Services Suite helps to achieve a higher level of compliance.

Leverage the power of the Public Services Suite and achieve a new level of digital transformation, ensuring more efficient and effective end-to-end government processes, while reimagining the way citizens and businesses are better served.

Contact us for more information about the Multi Benefit Solution and our Public Services Suite



We offer an attractive discount for countries that implement multiple IT solutions from the Public Services Suite.

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