



Centrelink implements Investigative Case Management Solution from SAP to increase payment accuracy and reduce fraud/non-compliance

Department of Human Services to use SAP technology to carry out more than 42,000 investigations annually

SAP AG (NYSE: SAP) today announced that Centrelink, a program run by the Department of Human Services, has deployed its Investigation Management System using the SAP Investigative Case Management solution. The initial project began in March this year and the first investigation team went live in July. A national roll-out is currently underway. Human Services, which employs 38,000 people to distribute AU\$120 billion in social security payments on behalf of the Australian Government, will use SAP's Investigative Case Management solution to support increasing investigation workloads, streamline processes, reduce overall budgets and allow for greater accountability. In 2009/10, Centrelink had a team of over 500 case officers and investigators managing more than 22,000 cases of fraud and/or serious non-compliance, resulting in around 4,500 prosecution referrals, and an estimated saving to government of AU\$100 million. SAP was contracted by Human Services to provide a solution that offered consistent workflow, efficient management oversight, enhanced operational visibility, policy compliance and systems support. The SAP Investigative Case Management solution addressed most of Centrelink's business requirements, and offered additional functionality by supporting operational issues with targeted, tailored solutions designed to meet its specific needs. Mike Brett, National Manager, Business Integrity Applications at Centrelink said, SAP was able to demonstrate solution capabilities specific to Centrelink's business processes and issues, and quickly established itself as a partner, rather than just a software vendor. The easily configurable framework and user interface have already been described as next generation by the people using them. The fact we went from development to testing in six weeks was also a great achievement. Steve Thompson, Vice President, Federal Government and ANZ Defence, SAP Australia, said, The aim for us throughout this project was to help support Centrelink's operational needs with the right solutions. SAP has a specific focus on Public Security, a dedicated team with product and industry expertise and a diverse range of offerings for fraud management from fraud detection and investigation through to analytics. SAP worked very closely with Centrelink from the start of the project to ensure companywide buy-in and to keep the risks to an absolute minimum. By ensuring SAP understood Centrelink's political landscape and business drivers SAP was able to ensure it provided the right solution. SAP Investigative Case Management provides a comprehensive set of rich, flexible and scalable tools designed to help investigators automate processes, streamline intelligence gathering, and increase productivity and efficiency. Key business processes and tools include: Investigation lifecycle - manage resources, assets, exhibits, knowledge, skills and intelligence across the investigation. These solutions are able to integrate information from diverse systems and databases, giving users unparalleled flexibility in their choice of report formats; Intelligence handling - manage large volumes of information as part of daily operations, including reports and complaints. The package supports the intelligence gathering, grading and storage processes; Personalisation and productivity tools - investigators have intuitive, role-based access to investigative information. Advanced workflow capabilities minimise administrative burdens and increase productivity. SAP Investigative Case Management can also be integrated with tools for data visualisation and text analysis; Security, audit and data protection - the package offers security, audit and data protection features that manage and protect the distribution and sharing of information across the investigative ecosystem via role-based authorisation. Strong audit capabilities allow the Department to successfully register, secure, maintain and protect accurate and confidential information according to data protection and compliance requirements.

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About Centrelink The Centrelink program delivers a range of payments and services for retirees, the unemployed, families, carers, parents, people with disabilities, Indigenous Australians, and people from diverse cultural and linguistic backgrounds, and provides services at times of major change.

About Department of Human Services The Department of Human Services is responsible for the development of service delivery policy and provides access to social, health and other payments and services. It was created on 26 October 2004 as part of the Finance and Administration portfolio. The Human Services Legislation Amendment Act 2011 integrated the services of Medicare Australia, Centrelink and CRS Australia on 1 July 2011 into the Department of Human Services.

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