

Implementation of e-Cohesion features



Key processes: Coverage of most key processes.

- Synergie supports most operations related to project application and implementation (progress reports, payment claims and management verifications / on-the-spot checks);
- It is not known whether the system supports modification requests.



Functionalities: Support for all required functionalities, including interactive forms.

- Synergie supports all functionalities associated with user-friendliness (interactive forms, automatic calculations, checks for incorrect/missing data, system-generated alerts, online status tracking validity of e-signature and availability of previous data).
- Nearly all beneficiary respondents aware of the functionalities provided by Synergie consider them as useful, meaning that they result in notable time gains and reduce the number of errors for their users.

Results of the introduction of e-Cohesion

Effectiveness – results and simplification

- The introduction of Synergie has resulted in **moderate improvements and simplification**;
- Most respondents agree that the introduction of the system has led to significant improvements in various areas and has simplified the way they handle information compared with paper-based processes or email exchanges;
- Synergie has **moderately improved information exchanges between authorities and beneficiaries** – more than half of respondents report that its use has reduced repeated transmission of the same information.



Efficiency – benefits vs costs

- The **benefits of using Synergie compared to its costs are moderate** across beneficiaries' key processes;
- More than half of respondents indicate that the benefits (reduced administrative burden, simplified procedures) of using the system outweigh any associated costs (the time and effort required to use it).

User-friendliness

- **Beneficiaries using Synergie report moderate level of user-friendliness** – most users find the system stable and reliable during their operations and greatly appreciate the support provided by the helpdesk.
- An Indication for high satisfaction among users of e-Cohesion systems is whether authorities continue to develop and improve the existing system. In the case of Synergie, half of beneficiary **respondents feel that the system's functionalities and its overall functioning are being continuously improve, indicating limited to moderate improvements.**

