

IMPLEMENTATION OF E-COHESION

General characteristics



No. of **targeted national/regional operational programmes** covering ERDF/CF: **32**



No. of **e-Cohesion systems**: **2**

At a glance:

e-Cohesion systems: Synergie and Mes démarches en Nouvelle-Aquitaine.

Introduction of the systems: Unknown.

Types of the systems: Synergie is a national system and covers 26 out of 32 national/regional OPs. Synergie also supports several Interreg programmes. Mes démarches en Nouvelle-Aquitaine cover 5 regional OPs. E-Cohesion is not relevant for 1 OP due to the type of the programme (technical assistance).

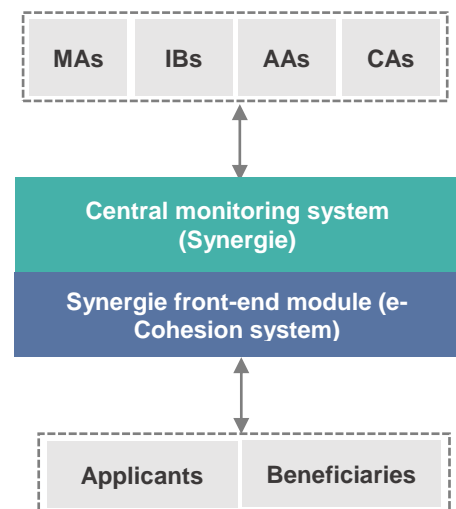
Implementation mode: Centralised.

Use during 2021-2027: More regional authorities (e.g., Pays de la Loire, Centre-Val-de-Loire) will switch to their own systems.

Fund coverage of the systems: ☒ ERDF ☒ CF

Context and structure of e-Cohesion

- France's implementation of e-Cohesion is **centralised** – besides the national synergy system covering 26 out of 32 OPs, there is only one regional system "Mes démarches en Nouvelle-Aquitaine" covering 5 regional OPs;
- The e-Cohesion system is a **front-end module** of the **integrated central monitoring system (Synergie)**;
- The system is not integrated with the **European Commission's System for Fund Management (SFC2014)**;
- All major **authorities** access the data submitted by applicants and beneficiaries through the Synergie system;
- The e-Cohesion system supports not only the key processes related to implementation, but also handles the application process. Thus, **applicants and beneficiaries** exchange information directly using Synergie.



Key principles of e-Cohesion: interoperability and once-only encoding



Principles: Extensive reuse of information; no interoperability with EU tools.

Synergie **supports once-only encoding**. Data and documents provided by beneficiaries are shared with all relevant authorities.

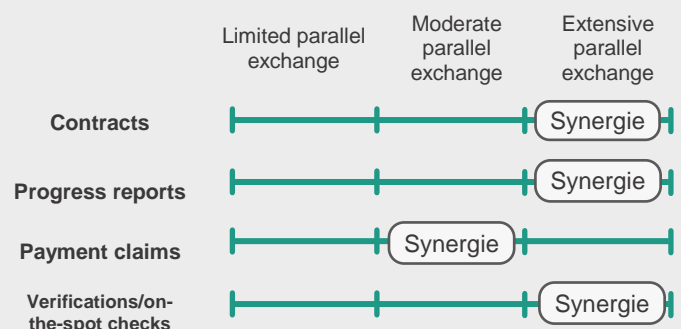
The system **extensively supports the pre-filling of information**:

- Information is pre-filled based on data entered during the project application and during previous steps of the operation.
- The pre-filling of information is highly valued** – nearly all beneficiary respondents using Synergie aware of this functionality perceived it as useful to their operations (resulting in efficiency gains and reducing the number of errors).



Parallel data exchanges: Extensive exchange of information outside of the system.

Synergie is 1 of 2 provided solution for applicants and beneficiaries in France. **Data exchanges outside the system are extensive for the preparation and signing of grants, verifications/on-the-spot checks, and progress reports.**



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.**

