



## Implementation of e-Cohesion features



**Key processes:** Support of project cycle from start to finish.

- eFondovi supports all operations related to project application and implementation (progress reports, modification requests, payment claims and management verifications / on-the-spot checks);
- Payment claims are a key process of eFondovi – nearly all beneficiary respondents indicate that they submitted all of their relevant data and documents only through the system for this process.



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

- eFondovi 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 respondents aware of the functionalities provided by eFondovi 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 eFondovi has resulted in **extensive improvements and simplification**;
- Nearly all 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;
- eFondovi has **extensively improved information exchanges between authorities and beneficiaries** – most respondents report that its use has reduced repeated transmission of the same information, indicating that once-only encoding is highly valued by users of the system.



### Efficiency – benefits vs costs

- The benefits of using eFondovi compared to its costs are **extensive** across beneficiaries' key processes;
- Nearly all 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

- eFondovi shows **extensive user-friendliness** – most beneficiaries perceive the system as easy to navigate and operate, and consider it as clear and self-explanatory;
- 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 eFondovi, **most beneficiary respondents feel that the system's functionalities and its overall functioning are being continuously improved, indicating extensive improvements.**

