



## Implementation of e-Cohesion features



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

- Most Italian e-Cohesion systems support all operations related to project application and implementation (progress reports, modification requests, payment claims and management verifications / on-the-spot checks);
- Documents related to the application process are commonly submitted through e-Cohesion systems – nearly all Italian beneficiary respondents indicate that they submitted all of their relevant data and documents only through the system.



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

- Existing e-Cohesion systems support all functionalities which ensure user-friendliness (interactive forms, automatic calculations, checks for incorrect/missing data, system-generated alerts, online status tracking, access to already processed data, e-signature);
- Nearly all beneficiary respondents aware of the functionalities provided by Italian e-Cohesion systems 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 e-Cohesion systems in Italy has resulted in **extensive improvements and simplification**;
- Nearly all Italian respondents agree that the systems have led to significant improvements in various areas and have simplified the way they handle information compared with paper-based processes or email exchanges;
- e-Cohesion systems have **extensively improved information exchanges between authorities and beneficiaries** – most Italian respondents report that their use has reduced repeated transmission of the same information, indicating that once-only encoding is highly valued.



### Efficiency – benefits vs costs

- The benefits of using e-Cohesion systems compared to their costs are **extensive** across beneficiaries' key processes;
- Most Italian respondents indicate that the benefits (reduced administrative burden, simplified procedures) of using e-Cohesion systems outweigh any associated costs (the time and effort required to use them).

### User-friendliness

- Italian e-Cohesion systems overall show **moderate user-friendliness** – most beneficiaries perceive the systems as easy to navigate and operate, and consider them as clear and self-explanatory;
- Features that are particularly appreciated by beneficiaries include: The **helpdesk services**, which provide useful assistance, and the **e-signature** function which helps to save resources and increases security.

