

Reference

Dutch public agency accelerates claims for citizens

Faster citizen payouts through automation, cloud hosting, and agile delivery practices



Atos

About the client

A key digital services agency for the Dutch government, the client delivers critical IT infrastructure and solutions to public sector organizations. Focused on driving citizen-centric innovation, the agency supports high-impact services such as housing compensation, public records, and digital administration through scalable, secure, and modern technology platforms.

At a glance

A public sector agency partnered with Atos to streamline earthquake compensation using Pega automation. Immediate results included accelerated claims, improved transparency, and enhanced citizen trust through faster processing and adaptive, cloud-hosted digital workflows.

Outcomes

- Over 250,000 citizens successfully onboarded through the digital claims platform for earthquake compensation
- Release cycles accelerated by 2 weeks, improving time-to-market for policy updates
- Increased transparency and auditability across the end-to-end compensation process
- Improved citizen satisfaction through faster and more accurate claims resolution

Challenges

Growing needs. Growing expectations

The Dutch public sector agency sought to improve the efficiency and transparency of its compensation process for housing damage caused by earthquakes. The agency had faced a surge in damage reports, leading to visibility gaps, processing delays, and growing dissatisfaction among impacted citizens.

Manual case handling and fragmented documentation workflows slowed resolution times and made it difficult to track case progress. Additionally, frequent policy and legislative changes required flexible systems that could quickly adapt. To restore citizen trust and deliver timely, accurate support, the organization needed a scalable case management solution with robust automation and policy alignment capabilities.

Solution

Streamline and scale up with Cloud and digital solutions

Atos implemented a robust **Pega Case Management solution** to automate and streamline the end-to-end compensation process. The platform enabled efficient intake, validation, and resolution of claims with features such as audit tracking, evidence management, and document handling.

Real-time updates to business rules allowed quick adaptation to evolving legislation and policy changes. Integrated DevOps pipelines and automated testing accelerated release cycles and enhanced deployment reliability. The solution was deployed on the client's preferred Microsoft Azure cloud infrastructure, ensuring scalability, data security, and flexibility, all aligned with stringent government IT and compliance standards.

Results

Transparency - key to citizen trust

The initiative drove substantial improvements in operational agility, transparency, and citizen satisfaction.

- **Over 250,000 citizens were successfully onboarded**, while faster release cycles — shortened by two weeks — enabled quicker response to evolving policies.
- The automated platform provided **end-to-end visibility** across claims, enhancing accountability and audit readiness.
- **Faster processing** of compensation requests helped reduce public frustration and rebuild trust in government institutions.

The agency now benefits from a future-proof system, equipped to meet growing demand and deliver consistent, citizen-centric services with speed and accuracy.

Find out more

In collaboration with Pegasystems, Atos guided the client in selecting the right platform to establish a strong foundation.

Leveraging Dutch-speaking Pega-certified experts, an agile delivery approach, and deep public sector experience, Atos ensured seamless collaboration, faster delivery, and a scalable, cost-effective solution aligned with long-term transformation goals.

>> Learn more about how Atos can deliver robust and scalable solutions for your growing business needs with future-ready: **Digital Applications - Atos.**

>> Connect with our team of experts to know more: **Contact Us - Atos.**

Find out more about us

atos.net

atos.net/career

Let's start discussion together



Atos is a registered trademark of Atos SE.
October 2025. © Copyright 2025, Atos SE.
Confidential Information owned by Atos group,
to be used by the recipient only. This document,
or any part of it, may not be reproduced, copied,
circulated and/or distributed nor quoted
without prior written approval of Atos.

106949 - EM + JD - Case study - Dutch public agency

Atos