



# La plateforme interministérielle de traitement des demandes des usagers

**Simplement dématérialiser**



For 4 years, the services of the French Prime Minister have been developing a solution for the complete dematerialization of administrative procedures

- in the form of a SAAS offer
- aims to accelerate the dematerialization of administrative procedures
- make the act of dematerializing accessible to all public partners, without any particular IT knowledge.

(excerpt) *“More concretely, the form generator to be reused would be Demarches-simplifiees.fr, used by public authorities in France. This tool has proved to be the most cost-effective in terms of development, management, business analysis and technology analysis, testing and maintenance, incurring a total cost of 438,170.00 EUR and 817.20 man days for its initial release*

**” online application, easy security:**

The "simplified procedures" service makes it possible to cover all the phases of creating an online procedure, and ensures the end-to-end processing of files (Creation of forms by authorized agents, currently more than 12,000 in France, publication of forms online, input by users; online processing by agents - currently more than 70,000, up to the decision).

**Exponential growth in service.**

In 4 years, 10,500 procedures have been put online (4,600 in 2021) by more than 800 public services. 90% come from State services and public entities. 70,000 processing agents are involved in examining cases, in the central services, as well as in the State services at the local level. The quantified results are 6,000,000 cases filed in 4 years, including 3.5 million in 2021, (1,100,000 relate to procedures aimed at legal persons). Démarches simplifiée has become in 4 years **the first public platform for the dematerialization of administrative procedures in France, in terms of the number of procedures deployed.**



**demarches-simplifiees.fr**

### **Potential for replicability and adaptation to the context of countries with limited technical capacities.**

Developed in open source, this application is now deployed by other public bodies to their users: the Polynesian government, the Ministry of Health, higher education establishments, and an association, "ADULLACT". which offers this solution for local authorities. To date, the module offers two languages, French and English. It is configured to be multilingual, subject to configuration work. Installation and maintenance costs remain limited. For example, in 2021, the cost for DINUM and the ministries that contribute to this platform was 1.2 million euros. This covers the full costs (hosting, development, support for administrations and level 2 support for users).

Ready to be deployed on cloud environments, the installation of the solution is extremely easy. A test deployment can be envisaged for partners who would like it.

### **Connections :**

Github : <https://github.com/betagouv/demarches-simplifiees.fr>

Documentation: <https://doc.demarches-simplifiees.fr>

Application of the Open-source community-building : Partners website

Adullact : <https://adullact.org/service-en-ligne-demarches-simplifiees>

Polynesian Government : [https://www.mes-demarches.gov.pf/users/sign\\_in](https://www.mes-demarches.gov.pf/users/sign_in)



# LET'S GET IN TOUCH !

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