

# BENEFITS DELIVERY MODERNIZATION AND TRANSFORMATION

The **Benefits Delivery Modernization (BDM) Programme**, led by Employment and Social Development Canada (ESDC), is a multi-year information technology (IT) initiative that aims to improve the client and employee experience regarding benefits delivery. The Programme will bring together **Old Age Security (OAS)**, the **Guaranteed Income Supplement (GIS)**, **Canada Pension Plan (CPP)**, and **Employment Insurance (EI)** on one common delivery platform.

## The Need to Modernize Service Delivery

Over the past 60 years, Canada's social services have evolved into a complex suite of social programs, systems, software applications and policies. Yet, the existing IT systems are complex, fragmented and rely on outdated programming languages, making them prone to errors, erroneous payments, fraud vulnerabilities, and poor user experiences.



The rising demand for seamless digital services, combined with an increasing number of eligible beneficiaries and evolving complexity of applications, may create an additional operational pressure.

