



# **PUBLIC ADMINISTRATION ENGAGEMENT**

Innovating with Public Administration  
for citizens



**indra**

## ABOUT US

€2.709M  
IN SALES

Multinational  
Leader in Spain  
and Latin  
America

1/3 in international markets

5-8%  
in R&D investment

Differential business model

34,000 professionals

(80% highly qualified professionals ,  
97 Nationalities)

# GLOBAL PRESENCE



24%  
America

19%  
Europe

43%  
Spain

14%  
Asia/Africa

22  
Software Labs

Projects in  
140  
countries

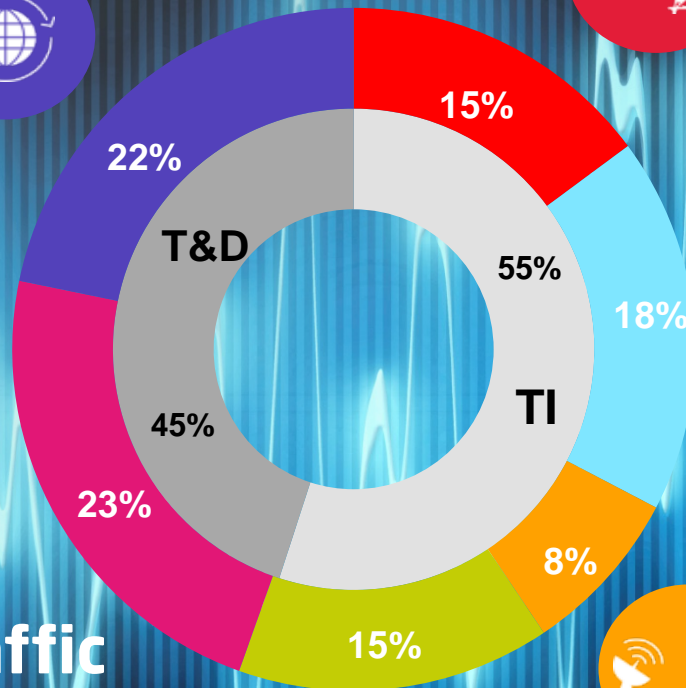
Subsidiaries in  
+40  
countries

# ... AND A COMPLETE OFFER...

**Security and Defense**



**Energy and Industry**



**Financial Services**



**Transport and Traffic**



**Telecom and Media**



**Public Admin and Healthcare**



**11%**

**Public Administration**

# INNOVATION AS A DRIVING FORCE FOR TRANSFORMING THE ORGANISATIONS AND BASIS OF OUR BUSINESS MODEL



# INNOVATION AS A DRIVING FORCE FOR TRANSFORMING THE ORGANISATIONS AND BASIS OF OUR BUSINESS MODEL

## Capacities and skills as a solution to needs



### eGovernment

We support Administrations in their transformation to offer the public a more efficient and effective service



### Mobility

We provide solutions that enable our clients to offer greater accessibility to their services



### Cloud Computing

We support our clients in adopting *cloud* solutions, a lever for achieving financial flexibility and efficiency

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## Capacities and skills as a solution to needs



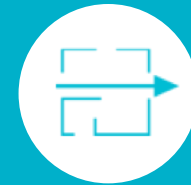
BPO

We enable our clients to outsource their non-key processes, such as document digitisation



Outsourcing

We offer a comprehensive package of *Outsourcing* services that covers the entire IT life cycle. It is divided into three general areas (IT Governance, Services and Delivery *as a Service*) that complement each other and allow each client to define the most suitable service



Consulting

We design and implement business strategies in all major sectors. We cover all public policies cycle, from analysis and strategic definition to implementation and monitoring

# INNOVATION AS A DRIVING FORCE FOR TRANSFORMING THE ORGANISATIONS AND BASIS OF OUR BUSINESS MODEL

## Capacities and skills as a solution to needs



### eServices

We offer turnkey solutions, from the strategy through to the final development of the solution. Our vast experience ensures the efficiency of the process



### Business Analytics

Through the *Business Analytics* Department, we provide solutions and services to turn information into knowledge, as well as *Big Data* and *Open Data solutions*



### Security

We help our clients overcome the challenges they face in the security of their physical, logical and service assets. We ensure public safety through emergency management centres. We cooperate with Security Forces and Agencies at both national and international level



# INDRA IN PUBLIC ADMINISTRATION

## CITIZENS AS THE AXIS OF PUBLIC ADMINISTRATIONS

Promoting quality of life in the community,  
a driving force for transformation



# Public Administration Engagement

# CHALLENGES IN PUBLIC ADMINISTRATION



## Focus on Citizens

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- Quality of life
- Quality of service
- Open Government
- Participation
- Ensuring the efficiency of processes
- Simplicity and integration
- Accessibility of agents and citizens
- Communication channels
- Resource allocation
- Efficiency and flexibility

Transforming Public Administrations

# INDRA IN PUBLIC ADMINISTRATIONS

## 700+ projects in 26 countries

- 20 years' experience in developing technology solutions for Public Administrations
- Technology and innovation management. High-impact solutions
- Strategic partner for Public Administration development
- 250,000 public employees work with our solutions
- 6,000 professionals collaborating with the market

# INDRA SOLUTIONS FOR PUBLIC ADMINISTRATIONS



Centres of Excellence

# Over 25 years experience transforming and developing technology for justice at international level

- Over 100 judicial modernisation projects in 13 countries
- 10,000 computerised judicial bodies
- 45,000 users in our Judicial Information Systems
- 16 Judicial Management Systems aimed at Participatory Justice in the Knowledge Society
- SEINSIR standard Judicial Management solution to facilitate the development of projects



# JUSTICE

## Areas of Experience in Judicial Modernisation

### Strategical levels and technological modernisation

- Regulatory reforms
- Judicial decision support
- Managerial administration
- Integration with other Administrations
- Citizen / professional portal
- Civil servant portal
- Multi-channel systems

### Projects

- Judiciary Council of Ecuador
- General Council of Judiciary of Spain
- Ministry of Justice of Spain

### General scope of the operation

- Change management
- Comprehensive procedural management systems
- Reorganization and reengineering
- Implementation and sustainable capacitation
- Procedural flow (*BPM*)
- Registry systems
- Information security and quality
- Digital signature
- Interoperability among governmental bodies, services, and procedure agents
- File case digitization and catalogation



# Experience in the transformation and innovation of tax administration

- Over 100 million taxpayers in systems managed by Indra
- Management of all Tax Administration processes
- Systems aimed at integrated taxpayer management. 360° vision
- Implementation of Anti-fraud systems leading to increased tax revenue of over €300M in one year
- Single customs window



## Taxes

# TAXES

## Experience in the transformation and innovation of tax administration

### Tax Administration

- Integrated Tax Administration System based on Java/SOA
- Integrated Tax Administration System based on SAP-TRM
- *Business Intelligence* system for operational monitoring of Tax Administration
- Tax Administration System for Portuguese-speaking countries (PALOP)
- Integrated Fraud Inspection and Detection System
- Real Estate valuation system

### Economic-Financial Management

- Integrated Economic-Financial Management System
- Integrated Economic-Financial Management System (PALOP)

### Customs

- Single window





# Commitment to the future of our society

- Virtual learning environments
- Educational resource pool
- Integrated academic management
- eLearning
- Adaptive learning
- Gamification
- Digital examination management
- Strategic development of the university system
- Entrepreneurship and connection between university and companies



## Education

# EDUCATION

Our solutions represent a support mechanism to enhance the quality of teaching and to develop de XXI century university

## Educational content pool

- 7 million students
- In 17 Autonomous Regions
- Over 100,000 learning objects

## Academic management

- Over 5,200 education centres
- Over 500,000 networked public centres

## University strategic development

- Creation and development of university centers
- New generation of transfer and connection units

## Projects

- AGREGA. Ministry of Education, Ministry of Industry and Autonomous Regions. Educational content platform on federated network
- ITACA. Valencia Regional Government. Educational/academic management
- ABIES. Ministry of Education. School library management
- MECD. Teacher payroll
- MECD. Educational grants and scholarships
- University plan for Basque Country
- Definition of the digital university model



# Growth and complexity. Solutions that respond to the new challenges facing urban communities

- Over 100 local entities use our smart management systems to improve their energy and water management, mobility, urban services and services for the citizen
- Currently the world's only integrated smart urban management platform, with *Internet of Things (IoT)*, *Big Data*, analytical, mobility and visualization capabilities
- The city is comprehensively managed in real time through our *Smart Global Management Centres*
- Communication networks. Sensors for gathering and response
- Over 8 million visitors per year use our *Smart Destination* solutions



## Smart cities

# SMART CITIES

## Building better cities for tomorrow

### Organisation

- Strategic overview of projects: Leadership, Sustainability and Inclusion
- Cross-cooperation, feedback and shared growth
- Empowered team with a comprehensive approach

### Main Smart City Projects

- SMART CORUÑA. Spain. Over 300,000 inhabitants enhance their wellbeing through smart services
- SMART DESTINATION RIAS BAIXAS. Spain. Over 27,000 partner companies
- SMART DESTINATION TOLEDO. Spain. Over 3 million visitors

### Technology

- Multi-purpose collection systems
- Efficient communication networks
- Integrated Management Centre
- *IoT* platform with *Big Data*, analytical, mobility, social network, visualisation and *Cloud* capabilities
- Implementation of technological services in different areas of a city



# Commitment to serving our society

- eGovernment: Consultancy for *transforming Public Administrations. Integrated eGovernment model. Solutions for the City*. eGovernment platform AMARA SUITE
- Parliaments: corporate solution for parliamentary management AGORA MILLENIUM
- Social Security: solution for Social Security systems which makes possible to manage in Spain 49 million physical persons, 17 million affiliates, 2 million companies, 8.3 million pensions, 6.5 million cards, with 630 million historical records
- Employment: solutions for achieving internal management efficiency, and services to citizen and companies, managing over 1 million monthly appointments with the unemployed and collaborators
- SMEs: models for promoting ICT adoption. Consultancy and *benchmarking*, implementations, entrepreneurship and innovation



eGovernment

# EGOVERNMENT

We help our clients to achieve maximum levels of development in eGovernment by offering citizens new relationship models and better quality in public services

## AMARA eGovernment suite

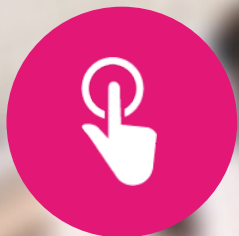
- AMARA Atiende
- AMARA Trámite
- AMARA Citas
- AMARA eScribe
- AMARA Archiva
- AMARA Registro
- AMARA Notifica
- AMARA PFirma
- AMARA Captura
- AMARA Netplus

## AGORA Parliamentary Management Solution

- Intranet Management System
- Processing Engine
- Internet Queries System
- Telematic Register

## Projects

- Oficina de Normalización Previsional de Perú (Peru Social Security Office). Reengineering and automation of Social Security processes
- Agencia de Desarrollo Económico de la Junta de Castilla y León (ADE). *eGovernment* platform
- Valladolid City Council AVA Solution: Electronic Office, Citizen's File and Automation of Procedures
- Servicio Público de Empleo Estatal (SEPE). Information and service portal. Employment meeting point



# Transforming transport in a hyperconnected world

- Integrated management of the systems and communications of the world's largest airport operator. Over 200 million passengers per year
- Geospatial management of infrastructures pertaining to Spanish airport and rail operators. Over 100,000 assets
- Optimisation in the management of Spanish air traffic control services. 2 million operations per year

 Transport

# TRANSPORT

## Innovating towards smart transport management

### Security

- Integrated emergency management systems
- Clearance management and inspection systems for security, personnel and materials
- Passenger flow management and control systems

### Main clients

- AENA. Spain. €70M over 5 years
- RENFE and ADIF. Spain. €15M over 5 years
- ENAIRE. Spain. €2M over 2 years

### Efficiency in management

- Resource scheduling, optimisation and monitoring systems
- Territory management systems
- Environmental impact management and control systems
- Mass invoicing systems
- Facility and material maintenance systems
- Fleet management systems





# Boosting wealth generation

- Boost 4,0 industry and advanced manufacturing
- Effective strategies for specialized sectors
- Redefinition of cluster policies
- Boost internationalization of productive system
- Intelligent investment engagement
- R&D and scientific-technological infrastructures planification and strentghening
- Facing the impact of the instruments of science, technology and innovation support



Economic and territorial development

# ECONOMIC AND TERRITORIAL DEVELOPMENT

We support governments in the definition and implementation of effective strategies for industrial promotion and to foster science and innovation

Focused on the value of promoting policies

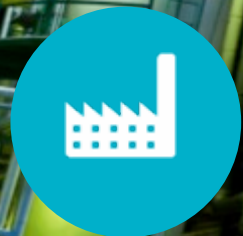
- Industrial impact DIGITALIZATION
- Regions and countries (real) intelligent SPECIALIZATION
- Profitable INTERNATIONALIZATION of productive sectors
- Effective connections among companies, universities and R&D agents.

Main clients

- Ministry of economy and competitiveness
- Basque government
- Science and Technology National Council of Mexico
- Science, Technology and Technological Innovation National Council of Peru
- + 100 technological corporations, research centers and universities

PROJECTS

- '4,0 Connected Industry' initiative of the Ministry of Industry
- Mexico National and Regional Innovation programs
- Investment attraction strategy Invest in the Basque Country
- Review of Basque Country's cluster policies
- Science and technology plan of Asturias
- Consolidation of technology centers' network in Navarra in Aditech Corporation





## Public Administrations

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