



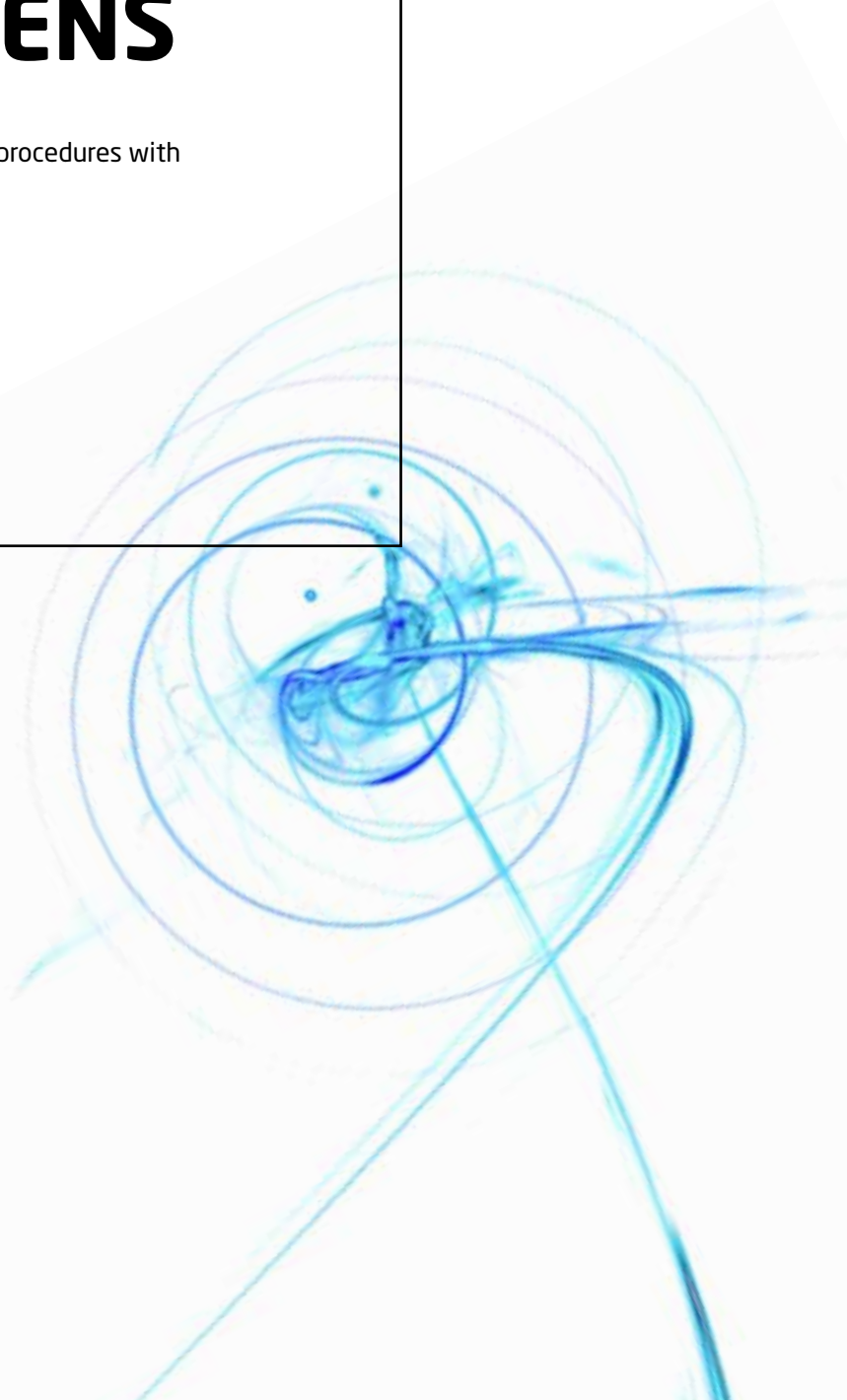
**indra**

PUBLIC ADMINISTRATIONS

# **CREATING VALUE SERVICES TO THE CITIZENS**

150,000 public employees process their internal procedures with  
Indra solutions

[indracompany.com](http://indracompany.com)



# CREATING VALUE SERVICES TO THE CITIZENS

We help our clients reach maximum levels of development in e-Administration



At Indra we help our clients reach maximum levels of development in e-Administration, offering citizens new communication channels and increased quality in public services

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### What is e-Administration?

Mechanisms that transform: traditional offices into paperless offices, paper processes into electronic processes, internal communications with other offices and organisations and public organisms with initiative and transparency.

Offering citizens new communication channels and increased quality in public services.

- Interoperability, with the administration and citizens
- Integration of services that allow total and horizontal access to information
- Teleprocessing, telecommunications, official and administration communication is carried out completely telematically
- Bidirectional communications system
- Email, sending documents via email
- Electronic signature and validation

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### The citizens constitute the foundation of public actions

New communication channels and increased quality in public services.

Adequate offer of information, products and services.

Efficient access to the services offer.

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### Improvement image and optimization of administration

Correct channels.

Promotion of self-service processes.

Internal efficiency.

Geared towards citizen satisfaction.

# Our solution for electronic administration

## AMARA for electronic administration

### 1. AMARA ATIENDE

Represents the platform in society:

- Institutional web
- Citizen folder
- Electronic head office
- Scheduled appointment

### 2. AMARA CAPTURA

Intelligent solution to classify, separate, extract and export data. It allows to convert hard copy documents in digital files more dynamically.

### 3. AMARA REGISTRA

Sole, interconnected corporate registry system for all the incoming and outgoing documents.

### 4. AMARA TRÁMITE

System responsible for controlling and managing the processes.

### 5. AMARA PFIRMA

Psignature: Digital signature service for the documents associated to a processes.

### 6. AMARA NOTIFICA

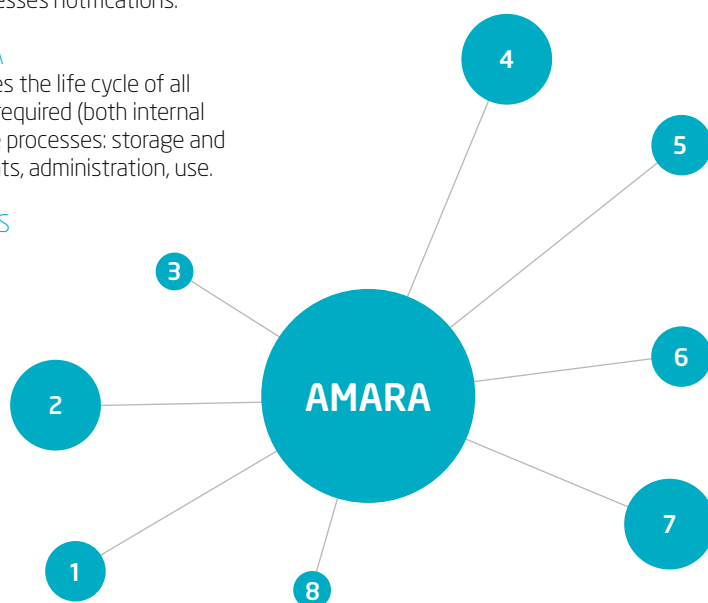
System responsible for doing service and monitoring the processes notifications.

### 7. AMARA ARCHIVA

Service that manages the life cycle of all the documentation required (both internal and external) for the processes: storage and custody of documents, administration, use.

### 8. AMARA NETPLUS

Payments platform.



## Business solutions

Thanks to Indra's experience, capacity and knowledge in the Public Sector, we have developed specific solutions in the most important areas of public service:



Increased citizen satisfaction

Optimization of administration management

Improved Image of Public Administration

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150,000 public employees process their internal procedures with Indra solutions

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Over 2,500 procedures converted in new channels of electronic attention

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Over 700 telematic services for citizens

## Indra in public administration

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Indra is the premier IT company in Spain and a leading IT multinational in Europe and Latin America. It is the second European company. It is the second European company in its sector's market capitalization is also the second Spanish company with major investment in R & D. In 2008, revenues reached € 2,380 m, of which one third came from the international market. It has more than 29,000 professionals and has clients in over 90 countries.

Indra collaborates with the public administrations creating value solutions and services for the citizen, getting a closer approach and promoting citizen participation in public initiatives, making administration more accessible and facilitating the daily work of public employees.

Indra has experience and expert staff in the specific problems of the Administration, which has allowed a better understanding with its customers and a quick and effective contribution of solutions and services.

Thanks to this, Indra offering solutions and services has a proven success, not only among public institutions themselves but also and perhaps more importantly, among the citizens.





ISO 9001:2000



**indra**

Avda. de Bruselas, 35  
28108 Alcobendas  
Madrid (Spain)  
T +34 91 480 50 00  
F +34 91 480 50 80  
indracompany.com

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modify these specifications  
without prior notice.