PUBLIC ADMINISTRATION ENGAGEMENT

Innovating with Public Administration for citizens

indra

LEADING MULTINATIONAL IN CONSULTING AND TECHNOLOGY

Sales
€3.000M

Multinational
Leader in Spain and
Latin America

6-8%
in R&D&i on sales

138 countries

We know how to innovate and apply our experience to each solution and service we offer. When faced with a challenge, Indra is the solution

Among the Top 4 European IT services companies by market capitalisation

GLOBAL EXPERIENCE, LOCAL DEVELOPMENT

28% America

20% Europe

39% Spain

13% Asia/Africa

78 Centres of Excellence and Software Labs

Projects in **138** countries

Companies operating in **45** countries

OUR ACTIVITY

Offer
Consulting
Technology
Outsourcing

64%
Consulting
Technology solutions

36%
Outsourcing
BPO

Solutions

Services

Markets

16%
Energy and Industry

12%
Telecom and Media

23%
Transport and Traffic

11% Public Administrations

16%
Financial Services

6%
Healthcare

16%
Security and Defence

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

Our strategic lines

Security

eGovernment

Mobility

Business Analytics

Cloud Computing

eServices

BPO

Consulting

Outsourcing

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

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

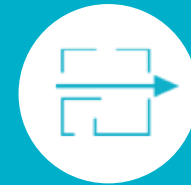## Capacities and skills as a solution to needs

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 help top companies to compete more effectively in today's market

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

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

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

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
- SEIN**SIR** 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
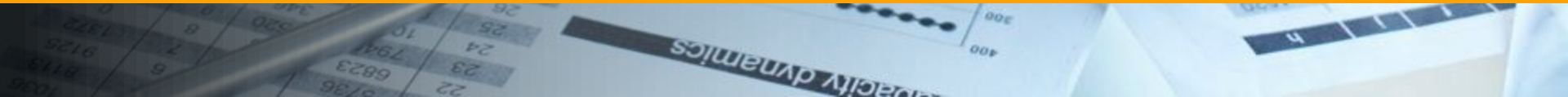- Ministry of Justice of Spain

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

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

Education

EDUCATION

Our solutions represent a support mechanism to enhance the quality of teaching

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

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

indra

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
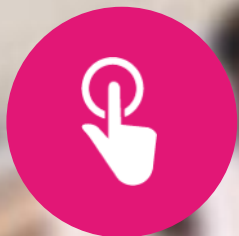
AMARA eGovernment suite

- 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* plataform
- 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
- AENA 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

Indra

Public Administrations

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