



Government

Terrassa City Council Maintains Municipal Administrative Activities During the COVID-19 Crisis

Learn how the Terrassa City Council was able to shift to complete remote operations in fifteen days from Iterem's implementation of AgilePoint.

844

Different Document Types

Utilized in DIVOC Records Manager with Automated Processes

80%

Faster Time-to-Deployment

Drag and drop app development allowed Citizen Developers to create applications without IT involvement to expedite digital transformation

25+

Fully Integrated Applications

AgilePoint fully integrated with Terrassa City Council's ecosystem of applications, allowing otherwise manual processes to be automatic



The Challenge

In Spring of 2020 the Spanish Government made an isolation decree to deal with the COVID-19 Pandemic that put the entire society at a standstill. As a result, companies and organizations had to quickly accelerate their digitalization to accommodate for mandated teleworking and social distancing or face paralysis.

Terrassa City Council acted fast and used the new decree as motivation to complete a digital transformation system. They simply could not afford to halt the mapping of new procedures for their city or obtaining new mandates from executive and political leaders.

As a result, Terrassa City Council then turned to Iterem to set up a teleworking environment for the scope of the local public entity, which allowed for municipal offices to perform administrative tasks remotely.



"Remote work requires the elimination of paper and administrative management to become 100% digital."

Joseph Monerde
Head of Organization and Processes Service
Terrassa City Council



Main Objective – Create a Digital File Processing System For Municipal Offices to Perform Administrative Tasks Remotely

Terrassa City Council needed a digital file processing system to keep operations running during the pandemic. They reached out to Iterem for a solution, who deployed such system using AgilePoint v8.0 as an iBPMS and Microsoft SharePoint for document storage. The system needed to be able to:

- Create, maintain, and manage file typologies
- Define documents associated with specific processes
- Make adaptations to a predefined process flow
- Define specific information fields
- Execute the processing circuit of the administration according to the type of file providing autonomy to the equipment
- Coordinate and derive processes by sending tasks to complete
- Ensure centralized control and management of information
- Manage and coordinate documentation in a digital format
- Digitally achieve and categorize files



"In a few weeks, it was possible for all the services of the City Council to work normally with the new system, thus allowing for employees to concentrate their efforts on the needs of the citizens exacerbated from the pandemic itself."

Manuel Guerra
Project Director
Terrassa City Council



The Solution

Iterem was able to successfully develop and implement a BPM framework in record time using agile methodology, largely due to the multidisciplinary team from Terrassa City Council and their use of AgilePoint v8.0.

Since AgilePoint empowers citizen developers, the solution was able to be completely in record time.

It is an accessible system with ease of use and customization, which has been enabled on the intranet for change and incorporation of users.

The solution is permanent and is fully integrated into the ecosystem of applications of Terrassa City Council thereby avoiding any technological debt.



Four months after the start of the project, the Terrassa City Council was already managing 2,223 files, classified into 267 typologies, with a total of 844 different types of documents.



The Significance

AgilePoint allowed business personnel at Terrassa City Council to bridge the gap with IT through application building blocks components, which are sanctioned by IT.

Application components include data entities or business objects, database tables, integrations, workflows, native mobile apps, web forms (eForms), and web pages. Data entities can reside inside AgilePoint or in different systems, such as Salesforce, SharePoint, and so on. Likewise, the integrations can be with the internal line of business (LOB) systems and with external cloud services.

Application components are easily consumed and democratize software development so that the business users, who know their workflows and processes best, could create solutions to rapidly boost efficiency.

Shadow IT Strifles Innovation

Unmonitored Applications

Applications can become isolated overtime and a Shadow IT may not be aware it is time to decommission the product.

Limited Control and Visibility

When IT controls applications utilized by business teams, they create a dependency that prevents growth.

System Inefficiencies

Data stored in multiple infrastructure locations means multiple data versions exist which can distort data consumption.

IT Overload

IT bottlenecks can be costly and time consuming. Relying on IT for workflow, process, or application changes limits agility.

Compliance Issues

A Shadow IT creates additional audit points that require proof of compliance to be expanded.



Accelerated Time-to-Market

AgilePoint accelerated the business-led, automation projects across the Terrassa City Council without sacrificing quality or increasing code debt.



Lowest Total Cost of Ownership (TCO)

AgilePoint is architected to address all an organization's application development requirements on one single platform, which is why Terrassa City Council was able to reduce their technical debt tremendously.



Complete Business Agility

AgilePoint did not use any compiled code, which allowed Terrassa City Council to dynamically change their business as needed.



Enhanced Citizen Developers

AgilePoint unleashed an entire new workforce at Terrassa City Council by empowering Citizen Developers. Employees became able to complete automation projects without any IT involvement or custom coding.