

# Making a difference in communities and public authorities

minsa1t



An Indra company





# Public Sector

Making a difference in urban communities and public authorities

At Minsait, we leave our mark by responding to new challenges with our public authority solutions. We create value solutions and services for citizens, bringing them closer to the user and enhancing citizens' participation in public initiatives, improving accessibility to state agencies and the daily work of public employees.

---

+20

years of experience with  
Public Authorities

---

+700

projects in twenty six  
countries

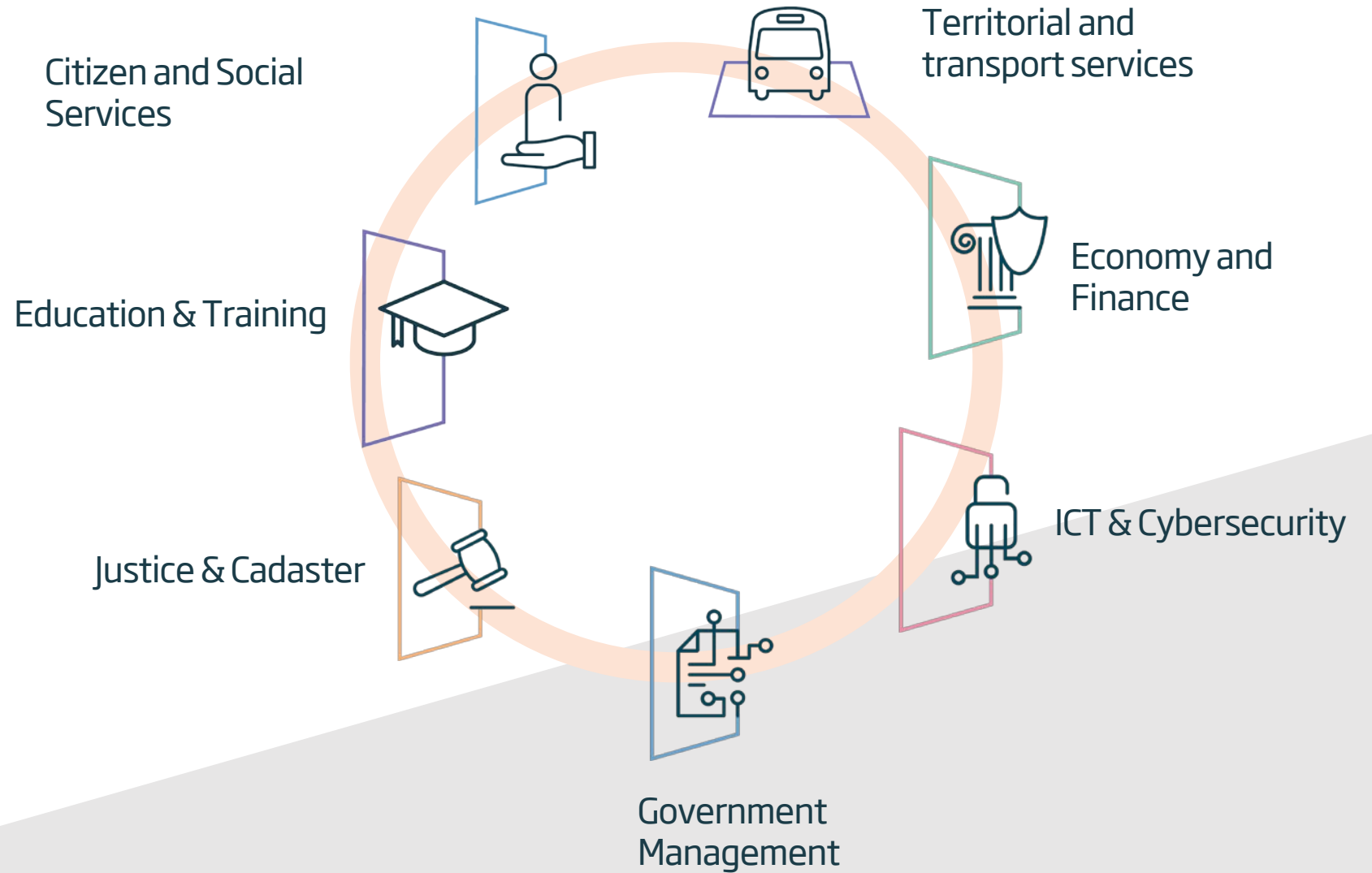
---

+250.000

public employees work  
with our solutions

# Sectorial Knowledge

Generating value in response to the challenges of your business





# Sectorial Knowledge



Leading processes of change in the economy

## Citizen service and Social services

- Connect with the citizen
- Transform interaction channels
- Innovate in social services



Anticipating and building the cities of the future

## Territorial and transport services

- Innovate in urban and territorial services
- Transform public mobility
- Optimize asset and operations management



A new way of teaching digitally

## Education and training

- Improve the quality of teaching
- Promote innovation in schools



Optimizing tax management through artificial intelligence

## Economy and Finance

- Accelerate the digitalization of the Tax administration.
- Anticipate fraud detection and reduction.

# Sectorial Knowledge

Promoting a complete model of electronic judicial file

## Justice and Cadastre

- Agile judicial proceedings
- Improve the quality of public administration records

Connecting with the citizen in a model of open and direct relationship

## eGovernment

- Digitize the Administration
- Optimize HR resources
- Improve financial economic management

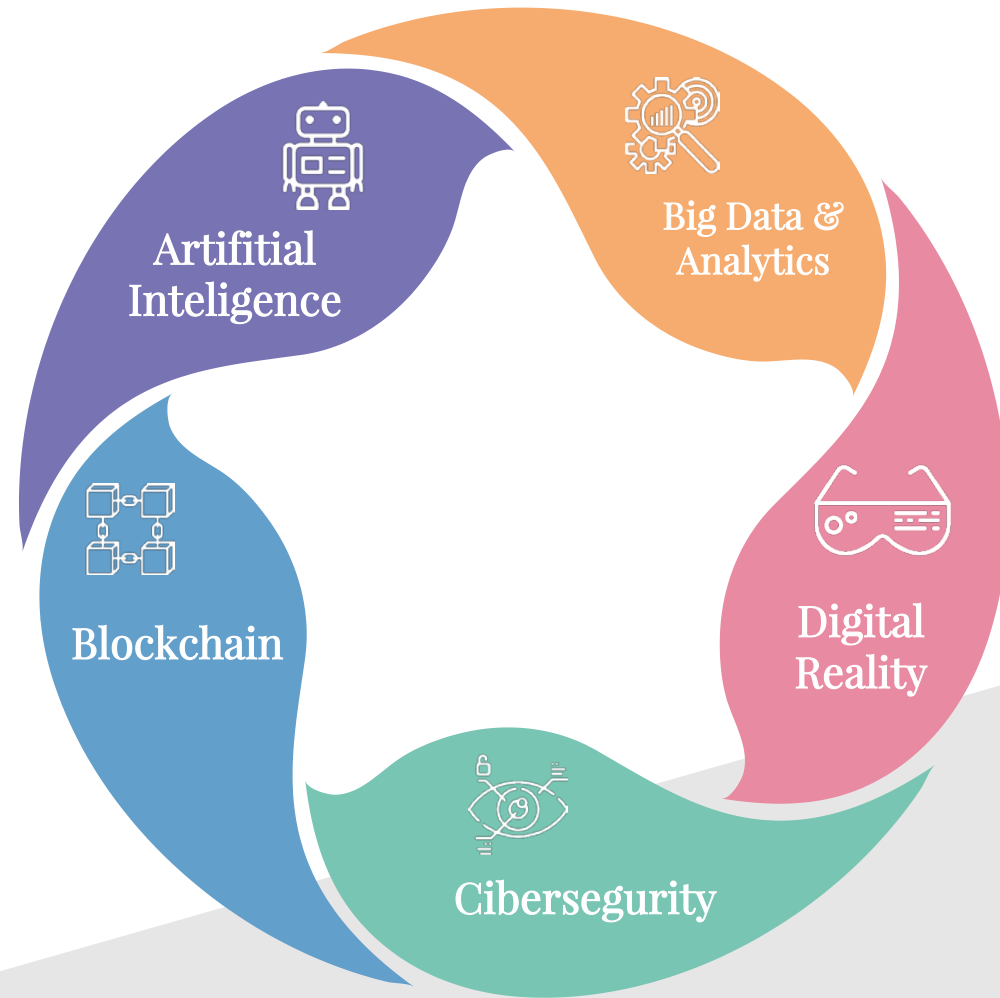
Eliminating or minimizing the risks associated with the use of technology

## IT & Cibersecurity

- Accelerate new digital IT models
- Optimize the installed IT base
- Protect the business
- Ensure IT security

## Products

Public Sector has to make use of disruptive technologies to provide better services that positively impact society and also boost its use by citizens and businesses



We provide the potential to transform your business through mastery of the most advanced technologies and the application of agile models



# Use Cases





## We make an impact on our clients' businesses. Smart Strategy



## We help the productive fabric to incorporate Industry 4.0 as a lever of competitiveness of SMEs

We have worked with the Ministry of Industry of Spain and with regional governments such as the Basque Government to promote the modernization of the industry through the promotion of infrastructure supporting this industry, the digitalization of its products and processes, and the adoption of new business models.

## We collaborate with the stakeholders of the quadruple helix to agree on a country innovation agenda

We promote the development of innovation agendas of various Mexican States and of several Spanish and European Autonomous Communities, working with industry, academia, public administrations and with the relevant agents of the society of each territory, to develop and implement a vision of a country focused on the promotion of innovation and knowledge.





## We make an impact on our clients' businesses. Smart Services



### We are helping the Regional Government of Andalusia and its 9 million citizens in its digital transformation

---

We drive the digitalization of the Regional Government of Andalusia's Adriano procedural management system with our solutions for Justice, extending the functionalities and benefits to the levels currently required and with a modular and scalable design in the creation of the Electronic Judicial Administration.

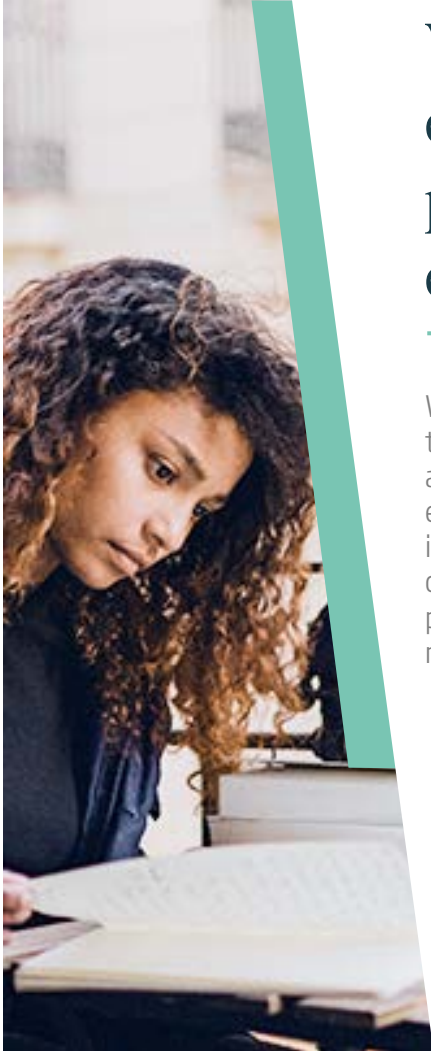


### We improve the quality of life of 4 million Peruvian pensioners

---

We digitize the Peruvian pension concession model, reducing the average wait for the perception of retirement benefits by 75%, thus improving the quality of life of about four million people.

# We make an impact on our clients' businesses. Smart Services



## We automate the exam certification processing and evaluation process

We support the complete cycle of mass tests of private or public institutions, such as the Cervantes Institute, with our smart education solution. Through digitalization, image recognition and automatic correction of paper exams, we optimize the process of processing and evaluation of more than 160,000 annual exams.

## We improve the management of public services of the Municipality of Tunja

We digitalize the administrative procedures of the City Council of Tunja allowing a more efficient and transparent administration of services through our smart solutions for e-government.





## We make an impact on our clients' businesses. Smart Services



We create a new digital, mobile and personalized social assistance for more than 650.000 citizens

We contribute to expedite the processing of services and benefits and provide more personalized attention, enabling social workers in more than 250 municipalities to have access to the Unique Social History (HSU) platform, where stories are already available social of more than 650,000 citizens in electronic format.



We improve the management of infrastructure critical assets

We optimize the inventory levels by 19%, improving their profitability and minimizing investments. We reduce asset management costs by 15%, optimizing the management of rights and obligations. We increase the availability of assets by 22% thanks to improvements in maintenance processes. We increase service levels by 17% in the management of security, circulation and emergency services.

# We make an impact on our clients' businesses. Smart Services



We help develop more fair tax models by optimizing the detection and fight against fraud up to 85%

---

We develop new predictive models thanks to our Big Data Architectures and Data Science capabilities, increasing the effectiveness of the different cases of business fraud faced by the Tax Agencies by up to 85%.

We facilitate access to tax services to more than forty-one million taxpayers in Algeria

---

We enable, thanks to our solutions, the improvement of the service to the citizen of the Tax Agency of Algeria, with the creation of new contact channels and optimizing the relationship with the Administration





## We make an impact on our clients' businesses. Smart Health



### We create a new digital, mobile, innovative and personalized medical assistance

---

We devised a 100% digitized patient care service, through an app with a wide variety of services for minor cases (diagnosis, consultation by message, video call, call back, digital coach ...), which has reduced in a 30% the waiting time for the allocation of consultations and 21% of the cost associated with face-to-face consultations



### We improve access to health services for eight million citizens

---

We centralize the clinical information of all Bogota citizens through our Onesite Health Data platform, enabling data interoperability between the 22 hospitals of the District Health Secretariat of Bogotá, improving services and speeding up the attention of more than eight million citizens who have access to them.

## We make an impact on our clients' businesses. Smart Safety



We improve drugs management  
reducing health bill and generating  
revenue through better traceability of  
drugs

We enable the electronic prescription that improves drugs management, reducing health bill and generating revenue through better traceability of drugs.

We reduce evacuation times in case  
of emergency up to 50%

We create an integrated system that combines information from CCTVs, social media, etc. that ensures the reduction of evacuation times in case of emergency by 30 to 50% in sports and culture events and facilities.





## We make an impact on our clients' businesses. Smart Safety



### We enable the integral management of emergencies in Madrid and Buenos Aires

We implement a system for monitoring and managing incidents and emergencies in Madrid based on adding an upper layer that integrates the information systems existing in each of the bodies, along with a common repository of data, in charge of realizing the interchange of information between the bodies and to give support to "Single incident"



### We help in the fine collection and in the reduction of accidents

We enable the integrated management of all the traffic fines in Spain ensuring the increase of fine collection by 30% and reducing accident and related health costs by a 25%

# We make an impact on our clients' businesses. Smart Living

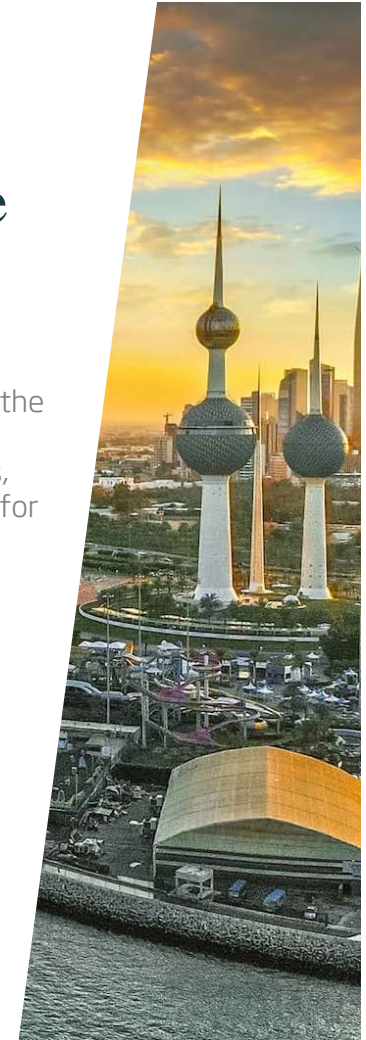
## We optimize the urban planning of the city to provide better services to the citizens

We create an ecosystem of solutions for the digital management of urban planning and development and the cadaster of cities and regions to ensure optimized and better services for the city/ region.



## We contribute to improving the mobility and traffic infrastructure planning.

We have created a new traffic control center in the city of Kuwait that is equipped with its smart traffic and tunnel management platform, Horus, considered to be the most advanced in its class for integrating and monitoring Intelligent Transportation Systems (ITS). The platform combines and integrates real-time information from over 200 permanent traffic sensors and 3,000 mobile sensors, installed in different locations across the country.





## We make an impact on our clients' businesses. Smart Living



## We consolidate democracy in the Middle East as an instrument towards peace

We have implemented systems that verify the identity of voters in the Parliamentary Elections of Iraq since 2014, with the aim of achieving more transparent elections.

## We combine AI and Satellite Image to design new models of environmental risk management and business fraud detection

We help the development of strategic government plans to minimize risk and fraud in the business environment, through sophisticated simulation and prediction Geoanalytics models, and the intensive processing of satellite images, algorithms and Big Data architectures.



## We make an impact on our clients' businesses. Smart Living



### We improve the traveler experience in a global world by controlling border security

We collaborate with airport infrastructures and with a government entities to boost the global, growing and dynamic migration activity of the economy. We help to respond by increasing security, accelerating traffic and detecting fraud through innovative solutions with an impact on the management of regulated and unregulated borders. We can not avoid controls, but make them safe, agile and efficient, taking care of the traveler experience.

### We manage the indentification of over 50 million citizens in Spain

We develop solutions that enable the government of Spain to identify and manage the personal data of the citizens of Spain, including foreigners. This data includes biometric data, ID Card, civil status evolution, healthcare record, juridical events, etc.





## We make an impact on our clients' businesses. Smart Urban Platform

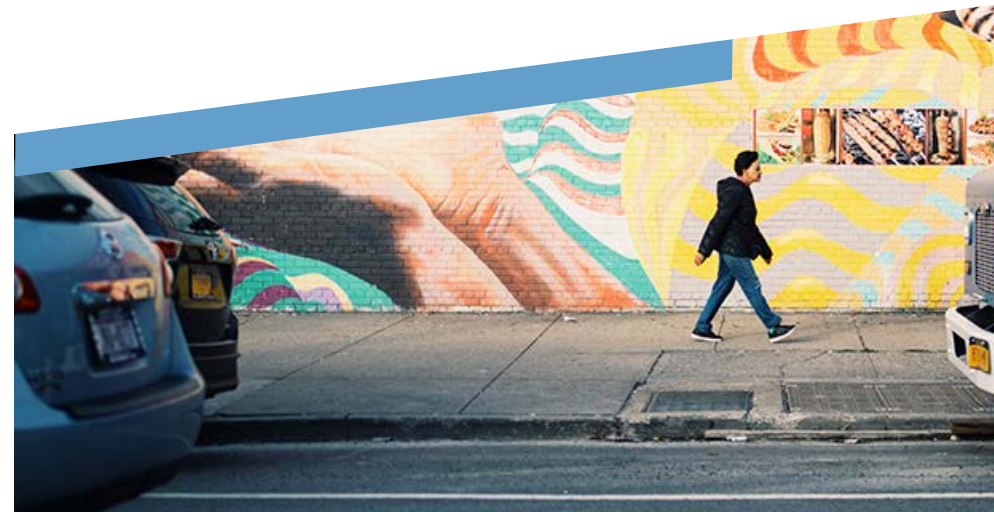


## We solve the new environmental, mobility and security challenges of the cities of the future

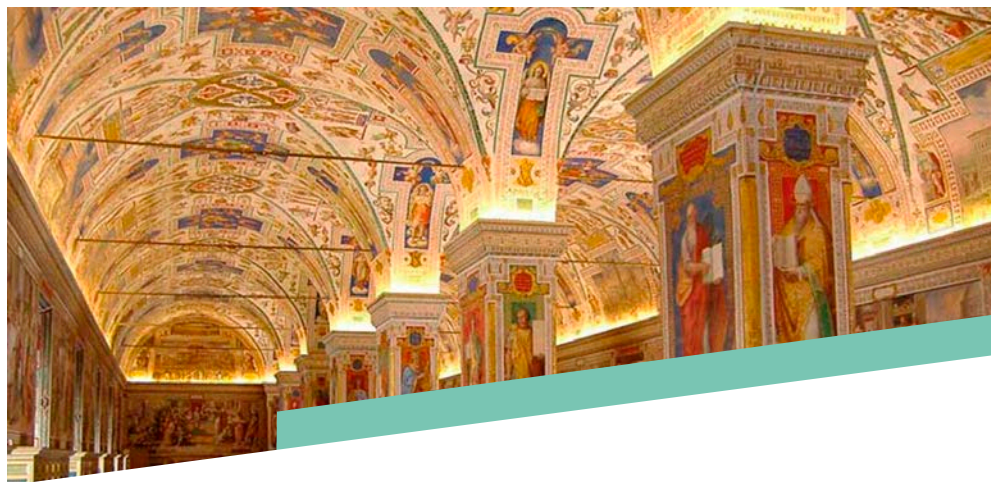
We enable the integrated management of all city services, thanks to the crossing of consumption and environmental data. We predict and simulate behaviors for the optimization of municipal services, with the objective of reducing energy and water bills by 45%, reducing the environmental impact of waste and achieving greater traffic decongestion.

## We promote Circular Economy and intelligent waste management for the cities of the future

We create an ecosystem of value-added services for waste management and other areas, enabling the transformation of cities into Smart Cities and Territories. The alliance with Ecoembes allows us to build a cutting-edge solution, combining the technological capabilities of our platform with sectoral knowledge and the great capacity of the orchestrating agent of the Circular Economy in Spain.



## We make an impact on our clients' businesses. Smart Tourism



### We enable the integral management of the historical-artistic heritage of the Vatican

We implement a smart solution for monitoring and managing environmental conditions, as well as the flow of visitors into the Vatican Museums, through the adoption of emerging technologies (IoT, Big Data and AI) in order to ensure the proper conservation of art works, improving the visitor experience and maximizing the economic return. Increase revenue through cross-selling and upselling by 25% improving visitors flows.

### We transform the experience of the Camino de Santiago creating value for pilgrims and tourist companies.

We have implemented, within the Integral Tourism Plan of Galicia, a platform that combines all the information about services that a pilgrim may need along the Camino de Santiago, including the offers of a total of 800 companies. The app has achieved, so far, more than one million downloads and a 70% increase in service consumption.





## We make an impact on our clients' businesses. Smart Environment



### We increase the efficiency of how water is managed in Madrid, Mexico and Manila

We promote the physical and commercial minimization of water losses of Aguas y Drenaje de Monterrey, by means of identifying and analyzing the leakage points. The project was awarded by the IDB,.



### We are helping cities and regions in reducing their water consumption a 40%

We drive the digitalization for the smart management of parks and gardens to improve the irrigation of green areas, optimizing water, materials and human resources. Reduces water consumption by 40% in parks and gardens in Las Palmas and La Coruña.

# We make an impact on our clients' businesses. Smart Environment



## We protect the environment of our littoral

We support the complete cycle for the management of the coastal environment, including the protection from natural risks (flooding, etc.), and the promotion of tourism, by fostering water sports tourism (paddle surf, snorkel, sailing, etc.) and other leisure activities..

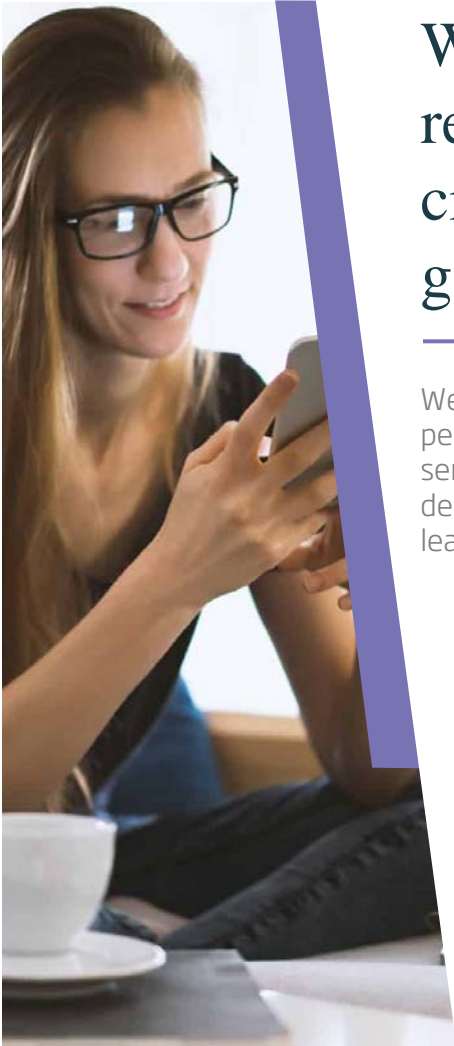
## We promote the environmental use of beaches and coasts

We create an ecosystem of value-added services for the monitoring of people flow accessing the beach of Las Palmas, using scan mobile devices via WIFI or Bluetooth. It also includes the control of the weather and noise conditions.





# We make an impact on our clients' businesses. Smart Government



## We improve the relation between citizens and their governments

---

We provide smart solutions that allow a personalized and proactive provision of services to each citizen where and when desired, through multiple channels. We are leading the Services 4.0 revolution.

## We monitor the confort of citizens and improve their service needs

---

We integrate data from several sources to establish the quality of life in different areas of cities, incorporating KPIs on meteorology, mobility, quality of public services, income rates, demographic profile, etc. We determine the level of public services offered and required.



## We make an impact on our clients' businesses. Smart Mobility



## We solve the new transport challenges of the cities of the future

SocMobilitat aims to simplify the transport of Barcelona and Catalonia to 5.6 million inhabitants, from 253 municipalities, which generates more than 900 million trips a year. A pioneering and innovative project that will deploy contactless payment technology for the transport of Catalonia, also providing other services such as a Transport Information Management Center, a Customer Care Center and virtual tools (web and app) to facilitate the Mobility to its users.

## We promote the use of public transport by improving the transit of public services

We improve the transit of public buses in Santiago de Chile by accelerating or lengthen the time of the green light of the traffic light depending on the delay of the vehicle with respect to its hourly forecast. This is possible, among other things, because the running of all buses is fully controlled by the Operation Assistance System that informs on the delay of each vehicle with respect to the schedule.





## We make an impact on our clients' businesses. Smart Mobility



We solve parking problems,  
improving both efficiency of the  
enforcement and dynamic guidance  
for drivers

We reduce time to park in 100 hours. Giving back 96 hrs. per year per person of time lost in traffic. Reducing CO2 Emissions on 18%, equivalent to 29.000 homes annually, and 7% on fuel consumption.

## We improve the efficiency of farmers in managing agriculture

We improve agriculture decision to improve overall agro industry management and provide added value services to farmers through the development of a Digital Farmer Community where farmers can subscribe themselves to have access to advance services such as market trends and national predictions, weather forecast, expertise advice, water needs, etc.



# We make an impact on our clients' businesses. Smart Energy



## We make operation of buildings more efficient and sustainable

We improve the energy management of the Ministry of Education in Colombia, based on ISO 50001 norm, by monitoring electricity, water and gas consumption in more than 200 buildings. The system ensures reduction of more than 40% in the consumption of energy.

## We monitor and improve the confort of millions of citizens in their houses

In collaboration with the ENDESA Business Commercial Unit and the IT Unit, we have developed an Energy Efficiency and Smart Home integral solution, for retail, big customers and Industrial clients. Since September 2015, this platform is being offered to more than 9 million ENDESA 's clients in Spain and since 2016 has been extended to other ENEL-ENDESA subsidiaries in Italy.





## We make an impact on our clients' businesses. Smart Energy



## We are awarded by UN for Net Zero Initiative

We envisage the operation of the microgrid on the Clayton campus in Melbourne as a basis for the development of a generation and consumption model based on sustainability and energy efficiency. This is one of the actions that form part of Monash University's goal of reaching zero net emissions by 2030 through the Net Zero Initiative, designed to completely eliminate dependence on fossil fuels.

## We extend the useful life of renewable generation facilities

We develop technologies that extend the useful life of renewable generation facilities and that enable the participation of residential and commercial customers in the energy markets with the implementation of advanced artificial intelligence solutions in the areas of electricity generation, distribution and consumption: smart sustainable production, smart grid and smart consumption. In addition, it will contribute its experience and knowledge to facilitate the integration of generation from renewable sources in the energy markets.



# minsait

Mark Making the way forward

An Indra company