Global and Transversal Digitalization for Public Administration

T-Systems is forging a new path to digital transformation for the Tarragona City Council in Spain

AJUNTAMENT DE **TARRAGONA**

"The next 8 years are dedicated to the analysis, evolution and monitoring of solutions."

Pep Budi, ICT General Manager Tarragona City Council

With the changes in citizen preferences and burgeoning public utility demands, governments across the world are facing numerous challenges today. Municipalities particularly need to make the essential shift from traditional to digital channels by leveraging the right combination of emerging technologies to deliver citizen-centric and cost-efficient solutions. This is in line with the European Green Deal where amongst other things, digital technologies are acknowledged as a "critical enabler for attaining the sustainability goals of the Green Deal in many different sectors". To meet the objectives of the Green Deal, cities across Spain are adopting digital transformation. Recently, the Tarragona City Council in Spain decided to move on from the legacy IT, isolated storage silos and verticalized processes and adopt a path towards digitalization that would allow them to improve service delivery, operations design, and achieve increased transparency, interoperability, and citizen satisfaction. This will empower efficiency, collaboration, and service quality not just for the citizens but also the 1000+ employees. With approximately 130,000 citizens, Tarragona is an important port city in northeast of Spain's Catalonia region. To make the transition, its City Council will be relying on the expertise of T-Systems. The project is based on the TAO, the T-Systems' suite of services for public administration, and the T-Systems' Private Cloud. The solution will unify all the different verticals and simplify the technological infrastructure for the City Council.

At a glance

- Using TAO 2.0, T-Systems' integrated municipal management platform
- A 12-year comprehensive digital transformation project
- Deployment of Syrah solution to measure Sustainable Development Goals
- Smooth migration of data
- Predictive analytics to facilitate effective planning
- Cloud-based platform for service delivery

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The reference in detail

The challenge

With the need to improve productivity, process efficiencies and increase collaboration, the public sector is increasingly looking at digitalization and new technologies as the key drivers for change. Change initiatives and transformation projects require comprehensive digital transformation to ensure better outcomes and more productivity. Moreover, with the EU Green Deal, the cities must fulfil the demands for meeting the Sustainable Development Goals while strengthening the digital infrastructure. The Tarragona City Council has long been plagued with process inefficiencies due to the verticalized approach to municipal management. The management areas were divided into multiple heterogeneous solutions for each management area including tax and collection system, accounting, administrative files, population register, etc. In this ecosystem, solutions from different suppliers and proprietary developments coexisted in an on-premises model, which generated information silos and often contributed to the realization of time-consuming, ineffective, and even unreliable processes. The result: citizens had to knock on several doors to complete a single errand due to the lack of integrated systems, and inefficient citizen processes.

The solution

To improve citizen interactions, increase transparency and meet sustainability targets, the Tarragona City Council has partnered with T-Systems for a 12-year comprehensive digitalization project that covers all areas of the council and promotes interconnectedness between them. The digital transformation project will include the migration of existing legacy systems to a single efficient model. The project follows a stepwise approach and is divided into two phases to ensure unified cooperation, coordination and harmonization between various sectors. The first phase of full transformation, lasting four years, will allow T-Systems to deploy the solutions to each management area, adapting the timing of the work to the requirements of the council. The move to TAO will commence once the agreement for the current solutions end. The second phase, for the next eight years, has been earmarked for the monitoring and analyzing the performance of the systems to ensure that they meet the requirements of the city council. The project will feature the implementation of TAO 2.0, a Smart City platform, which will unify the services of the city with those of the municipal management. It will provide management solutions for all municipal areas: tax collection, economic management, registration of inhabitants, administrative files, Citizen Folder, etc. The TAO solution for public administration is one of the most widely used options in Spain, currently serving more than 22 million Spanish citizens (almost half of the country's population). Along with TAO, T-Systems will deploy several solutions including Syrah Solutions. Developed by T-Systems India, Syrah Solutions will be used for big data and data analytics for monitoring and measuring compliance with the Sustainable Development Goals in the municipality. Built in collaboration between 20 municipalities in Spain, the Solution features a configurable SDG dashboard that enables public and private organizations to define, visualize, measure and monitor sustainability indicators and has been used successfully by numerous public administrations in Spain. T-Systems will provide transversal solutions such as biometric signature for the citizen service office, secure signature from mobile devices for civil servants and public managers; or promoting proactive services through data analysis and prescription of services for automated administrative actions to the citizen.

Customer benefits

Digital transformation is a long game. From 8 to 9 different providers to an end-to-end single platform that offers a holistic view of different verticals, the change will be a significant one, especially for the 1000+ professionals in the Tarragona City Council who will now have the right resources to cater to the needs of the 130,000 people in the city. T-Systems is one of the few experienced service providers that has the capability to implement massive digital transformation projects for the public administration in Spain and is a trusted partner in the 12-year journey.

Added advantages:

- Significant time and cost savings in administrative processing compliance with Law 39/2015
- Less time-consuming processes and easier management
- Better user experience for the citizens of Tarragona
- Efficient data management