![AuraQuantic logo]

ARCE LEGALIZACIONES

About the company

ARCE is a professional cabinet specialized in the legalization of facilities. Its main activities are the management of municipal licenses and administrative authorizations, legalization consultancy and legalization engineering. It offers a range of services including consultancy, monitoring, control, coordination and support in the development and implementation of strategic plans for the deployment of infrastructure and services, as well as specialist engineering in legalization.

It also operates in other sectors, giving advice on urban and administrative planning, patrimonial regularization, asset management, document management, e-Administration, sustainability and technology based projects in the field of Information Society and Public Administration.

Company name:
ARCE LEGALIZACIONES
ARCEEP (Estudios y Proyectos Arce)

Adress:
Fraga,
Huesca
(España)

Sector:
Legalization consultancy and legalization engineering

www.arceep.com

What is AuraQuantic?

It is a platform that offers easy design and execution of even the most complex operational processes without additional programming.
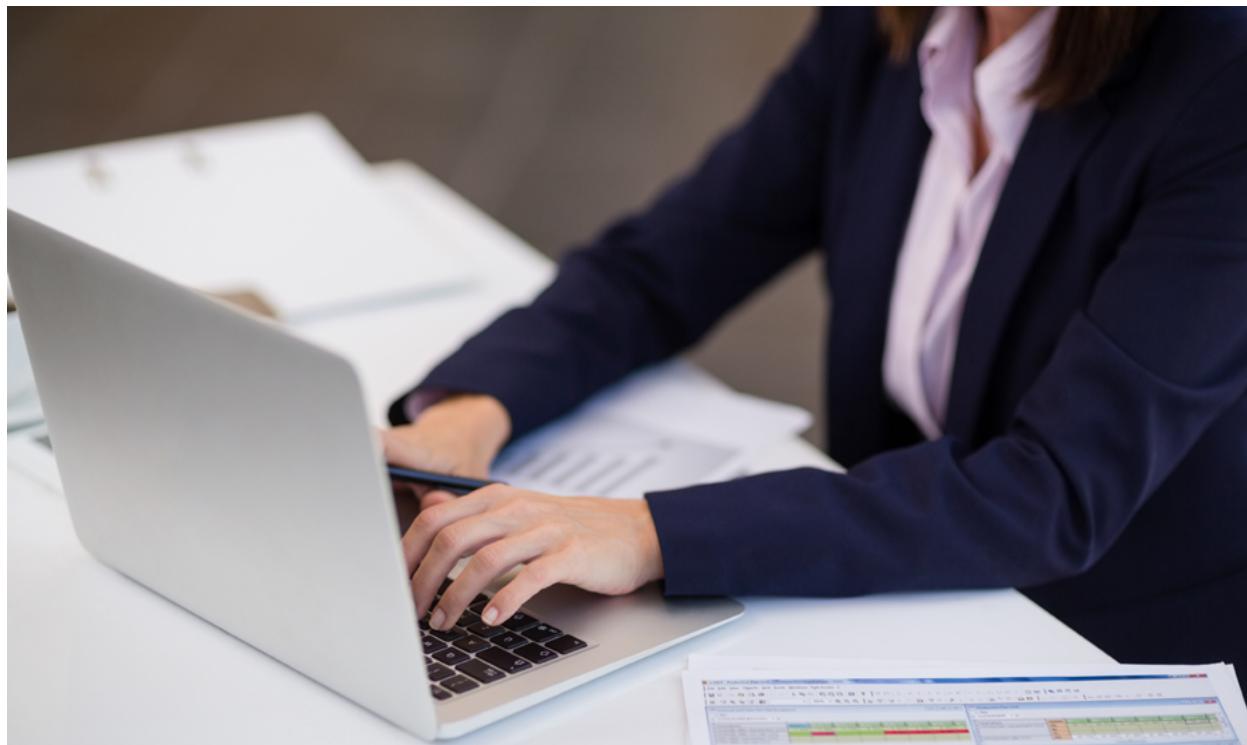
You simply define the process flow diagrams using drag and drop and AuraQuantic organizes the rest, sending tasks to the right people at the right moment.

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Introduction

The management and information system used by Arce has been approved as the Quality Management System applicable to "Management, processing and tracking of Government licenses and authorizations" in accordance with the Quality Management System requirements: UNE EN ISO 9001:2000.

Given its rapid expansion over recent years, ARCEEP decided **to undertake a digital transformation project** with the implementation of a process management application that would allow the complete and continuous management of information, as well as reports, document management and remote access for all employees. In keeping with a philosophy of comprehensive service and its pursuit of maximum profitability and efficiency in the solutions and services it implements, and after a profound analysis of the customer's needs and goals, ARCEEP **opted for the AuraQuantic no-code applications platform, that provided everything needed to meet their requirements.**

Challenge

ARCEEP is a company whose dedication makes it necessary for its consultants to move around for work. This means that **the consultants must have remote access to the data**. For this same reason, **they must also be able to telecommute so that the information can be updated as quickly as possible.**

On the other hand, document management is very important within the organization as it is the base of all development. For ARCEEP it was necessary to **create a document management accessible to both employees and customers, which also allowed them to incorporate new documents to the processes remotely** to update the status of the different legalizations. The document input is what triggers the start and end of production tasks and processes.

Another very important point for ARCEEP **was the need for reports on the actual situation of each case, which had to be obtained quickly and accurately.** These reports were needed to inform customers and also to ease the work of the employees when controlling deadlines and action plans.

An agile system was needed to handle the heavy workload and to distribute it between employees, because a process could not be left unattended to due to the absence of an employee.

Solution

ARCE, whose work methodology pursues quick results and easy integration, chose a **solution based on AuraQuantic that seamlessly integrates with an external database** to manage all the necessary data for monitoring and control. This empowers ARCE to use the data from different applications.

From the **Document Management**, ARCE was able to set up the processes to start or end just by i**ntroducing a document using System Tasks (**tasks performed by AuraQuantic automatically without human intervention) and Deviators that automated changes in the status of the information.

This was vital to give the application the dynamism the company needed. The situation of the processes can be changed at anytime, they can be closed or new ones can be launched by AuraQuantic system tasks.

The reports were developed using Reporting Services. The reports provide information on AuraQuantic internal processes. **External Portals were implemented for ARCEEP customers, giving them access to reports containing the current status of their projects and documentation.**

AuraQuantic provides reports to ARCEEP customers, giving them access to documentation and the current status of their projects."

Results

Great benefits have been obtained with the implementation of the new process management portal. **It guarantees all employees and customers have access to the information** from anywhere, providing more fluidity in the daily workflows and perfectly controlling access permissions using the tools provided by AuraQuantic. This **increases security and the flexibility** to access information.

ARCE **improved its productive capacity** through optimizing its processes and using the report system that allows forecasting, which reduces the time taken to perform tasks. **Greater coordination and resource efficiency have been achieved.**

+76%
Productivity improvement

+63%
Analytical capacity improvement

Quotes:

"Document Management is completely integrated in the processes. This is the basis of our process and the trigger for all changes of status in our daily work, as well as the automatic status changes depending on the documentation."

"Our employees and customers can manage and view the documentation and other features of the application via the web portal."

Antonio Moreu Castelló | Managing Director

"The implementation of the new project represented a considerable saving in resources for the planning, creation and distribution of new tasks between our employees. Task creation is automatic, so according to the documentation and the location of the different sites, tasks are launched automatically and distributed to groups of employees depending on the defined work area."

"Employees have easy access to consult state and regional regulations and bylaws, which are parameterized and thus can be automatically applied to the Licensing Management."

Meritxell Villas Cabello | Responsible for New Technologies