



About the entity

Andorra Turisme, S.A.U. is a public company created to aid the development and promotion of tourism in Andorra. Its main purpose is to improve Andorra's competitive position as a tourist destination.

As a strategic objective, it works to lead the design and performance of Andorra's tourist marketing policies and strategies with the different public and private bodies involved in the value chain.



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Andorra Turisme, S.A.U.

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Sector:
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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

Through implementing the AuraQuantic BPM Suite, the speed it takes for Andorra Turisme to implement new operatives in the organization or to change existing ones has notably increased, thus achieving much greater flexibility.

Over the last year, more than six new classes of BPM process have been implemented and the number continues to grow each month.



Challenge

One of the main strategic objectives was to optimize company management processes.



Did you know?

These are **symptoms** of a company that needs to implement an iBPMS:

- *Elevated costs*
- *Excessive use of paper*
- *Difficulty adapting to change*
- *Long response times*
- *Lack of process control*
- *Poor internal communication*
- *Non-compliance with regulations*
- *Loss of information*
- *Low performance*

THEY FACED THREE MAIN CHALLENGES



POOR INTERDEPARTMENTAL MANAGEMENT



OVERDEPENDENCE ON PRINTED DOCUMENTS



DENSE AND COMPLEX ADMINISTRATIVE MANAGEMENT



Solution

Key to the project's success was the election of an AuraQuantic partner that was close to us, and that already knew the particularities of Andorra Turisme. The most appropriate was BSS Consultores, which stood out especially for its commitment to the organization in all phases of the project, from the conceptualization of the processes right through to their operational deployment.

The following points have been carefully taken into account when designing and automating the processes:

- **Elimination of manual parts of the work flows.**
- **Simplicity when designing and defining processes**, which implies flexibility and agility to make and implement any later modifications.
- **Process Management supported on databases**, instead of on physical documents.
- **Elimination of paper documentation.**
- **Incorporation of the Digital Signature.**
- **Introduction of the management of the Data Protection Act.**

BSS Consultores has implemented an effective and efficient process management system in the organization, based on the AuraQuantic Business Process Management (BPM) platform, ensuring at all times the quality of operations based on the established guidelines.

“ The AuraQuantic BPM Platform has empowered Andorra Turisme to quickly implement new operations and modify existing processes.”

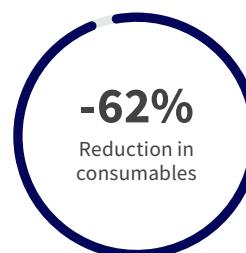


Results

The main benefit experienced with the AuraQuantic BPM Platform has been to achieve the challenge proposed by Andorra Turisme to **function more efficiently on a daily basis through business process management**.

There has been a large quantum leap in **flexibility and speed** when implementing new operatives in the organization and changing existing ones, without having to update or verify cumbersome written procedures.

The fact that it is a web platform simplifies its use (it is executed from a web browser with no need to install a specific program on each computer), as it can be accessed from anywhere as long as there is an Internet connection.



Quotes:

“AuraQuantic has made it possible to implement an effective and efficient Management of Business Processes in the organization, automating them as much as possible, creating an agile routine for their continuous improvement and ensuring at all times their correct operation based on the established guidelines.”

Head of AuraQuantic at Andorra Turisme



“Through achieving our set “milestones”, we have become more aware of how vital it is for any organization to improve its processes. New ideas and requirement have appeared making us contemplate the development of new projects in the mid-term, and also the evolution of already implemented projects within the “continuous improvement” framework, creating synergies for orderly growth and to optimize our daily work.”

Head of AuraQuantic at Andorra Turisme



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