



## Automation Speeds Judicial Decision Making for Spain's Ministry of Justice

Spain's Ministry of Justice plays a central role in safeguarding citizens' rights and ensuring the effective administration of justice. Tasked with managing the nation's judicial system, overseeing reforms and registries, and coordinating with legal institutions at home and abroad, the Ministry is committed to building an accessible and efficient justice system. To deliver on this mission, the Ministry turned to intelligent automation (IA) to streamline routine processing, accelerate case handling and offer more responsive services for citizens.

Certified Partner



80%

faster processing of  
nationality applications

€16 million

in cost savings

1.1 million

hours saved

## Scaling Automation To Transform Legal Workflows and Citizen Experience

Like many public sector organizations, Spain's Ministry of Justice faced growing demand for more efficient, transparent and accessible services. Modernizing legacy, paper-based processes was key to ensuring consistent and accurate responses to requests. The Ministry aimed to align themselves with broader government goals of digital transformation and innovation to better serve citizens and legal professionals.

The Ministry turned to automation to meet these goals, implementing an SS&C Blue Prism digital workforce five years ago. They selected NTT DATA Spain as their strategic automation partner and quickly made strides to determine which processes were best positioned for automation. With NTT DATA's guidance, the Ministry established a Center of Excellence (CoE), standardized their operating model and built a solid foundation for scaling automation. The partnership has enabled the Ministry to mature their program rapidly, expanding to more than 30 impactful processes and moving beyond straightforward tasks to tackle complex workflows that deliver higher value.



**Robotic process automation has the ability to proactively act to benefit citizens, which means equality. We are achieving equal treatment of citizens, whether you have a lawyer, whether you have the ability to know that you have a right or not, your rights are fulfilled, and they are fulfilled proactively thanks to technology."**

**Aitor Cubo Contreras**

Director General of Digital Transformation  
of the Administration of Justice,  
Ministry of Justice Spain



**Intelligent automation is an unprecedented success and contributes very effectively to greater efficiency and better use of public resources. It helps to humanize justice by placing citizens at the center, and results in improved public services.”**

**Lorenzo Jose De La Paz Suarez**

Head of Area, Development Center, Digital Services  
Ministry of Justice Spain

## **IA Accelerates Citizenship Application Processing**

When individuals immigrate to Spain and pursue a path to citizenship, they must meet a variety of criteria. These items were manually validated by different groups within the Spanish government. This resulted in a backlog of nearly 300,000 accumulated cases, with response times at risk of taking up to five years.

The Ministry trained a team of SS&C Blue Prism digital workers to streamline this process. The digital workers now conduct cross-checks across multiple systems, validating exam results, police records and other criteria before passing outcomes to staff for review. This has reduced processing times to under a year, with many applications resolved in just five months. More than 3.9 million applications have now been processed, resulting in an estimated 1.1 million hours saved and over €16 million in cost savings. Best of all, applicants have quickly been given the ability to vote and work across the European Union (EU).

## Automation Ensures Timely Payment of Monetary Disputes

Spanish citizens seeking to resolve smaller monetary disputes with other citizens or businesses can use a payment order procedure (“monitorio”) without the need for legal representation. These cases represent nearly 60% of all judicial procedures in Spain. The justice system was overloaded due to manual processing, so securing payment once a judgment had been issued could take up to two years.

The Ministry has tasked their digital workers with automating the registration of these judgments and assigning them to staff members. Additionally, the digital workers track payment orders, generate draft communications and ensure compliance with judicial timelines. Employees retain oversight of complex cases, while automation accelerates the bulk of straightforward claims. Already implemented in the judicial district of Murcia and expanding nationwide, this initiative supports over 700,000 annual cases and helps citizens resolve disputes more quickly and fairly.



With a strong data-driven approach, the Ministry ensures that every initiative not only improves internal operations but also demonstrates measurable impact for the citizens they serve. Building on this success, the Ministry is now exploring the integration of automation with AI to handle more advanced use cases, such as extracting key information from legal documentation.

Start your digital transformation journey by speaking with one of our automation experts.

Email us at [bpm-contact@sscinc.com](mailto:bpm-contact@sscinc.com) to learn how SS&C Blue Prism can help your organization realize transformational business value with intelligent automation.



**SS&C Blue Prism fuels the world's most complex businesses with agentic automation that's trusted, tested and ready to run.**

Backed by SS&C Technologies, a \$25 billion enterprise, we fuse advanced AI-driven software with deep industry expertise to turn agentic from idea to impact. Our agents operate where it matters most: in high-stakes, high-compliance environments across banking, healthcare, insurance and asset management and 70+ other industries. With built-in governance, proven execution and a straight line to value, we help enterprises work faster, safer and smarter. As our own “customer zero”, we power over \$4 trillion of SS&C customer assets with the same engine we deliver to our customers.

**We make agentic AI operational.**

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