

# Generalitat de Catalunya: Partnering for innovation and quality



Reference project:



**“For 20 years, T-Systems has been a steadfast innovation and digital partner for Generalitat de Catalunya, enabling better and timely services to its citizens.”**

Marius Albert Gomez, Account manager, T-Systems Iberia

Over the years, there has been a significant emphasis on digital transformation, not just in the private sector, but in public organizations as well. Digitalization enables governments to enhance services that meet the evolving expectations of their citizens and businesses, even during periods of tight budgets and increasingly complex challenges.

The Government of Catalonia, through its functions and through the Center for Telecommunications and Information Technologies (CTTI), is focused on providing a wide range of public services to its citizens, from education to justice, health, emergency and citizen protection services, transportation. These citizen services are well-designed and implemented with a citizen-centered approach. With citizens and businesses adopting technology and collaborative tools in every aspect of their lives, they now demand digital services from governments as well. This requires a significant investment in digital services to bring about a transformative change in society.

The Government of Catalonia and CTTI are very forward-thinking. The regional government aims to harness the potential of digitization for its citizens and employees, striving to become one of the top digital regions in the EU. T-Systems, as a reliable partner in IT services, projects, and digital innovation, has been collaborating with CTTI on this digital transformation journey. It has been ranked number one by the Generalitat de Catalunya and has undertaken significant contracts in several sectors, such as justice, health, HR, and transport.



## At a glance

- T-Systems as a key technological and innovation partner for the Generalitat de Catalunya for more than 20 years
- A broad range of services like datacenter management, private and public cloud management, workplace services, service management, application management, digital solution development and operations
- Introducing new service models and new technological levers
- Integrated end-to-end technology solutions provider for various key public areas such as health and justice
- Customer relationship allows the design of innovative solutions for efficient and modern business processes in the public administration

# Reference in detail



## Customer pain points

The Government of Catalonia and CTTI aimed to create a sustainable, predictive, and proactive administration for the new century with a laser-sharp focus on modernization and growth. The emphasis has been on enhancing user-centered public services, fostering digital skills among citizens, and promoting modern and flexible public management.

The Catalan Government has identified the ICT sector as a key driver and an engine for long-term development. There has been a significant increase in investment in innovation aimed at promoting digital transformation in the administration. The aim is for enhanced region-wide digitization and the ability to consolidate a global transformation from an industrial-based economy to a knowledge-based economy. ICT can enhance and support economic and social development, by enabling and attracting new knowledge-based companies and talent, reshaping public function and services, and empowering public servants into more value-added activities. It can boost timely, efficient, secure, sustainable and transparent services to citizens.

To help Generalitat de Catalunya and CTTI achieve their objectives in such transformation and innovation, a powerful digitalization and innovation ecosystem of partners is needed. This ecosystem must assist the convergence of all technological aspects in the administration and provide end-to-end consulting and services, right from setting up the infrastructure via application to processes.



## How T-Systems solved it

The digitalization efforts of governments are usually based on four capabilities: services, processes, decisions, and data sharing. For over 20 years, T-Systems has been a trusted process and innovation partner of the Generalitat de Catalunya in various sectors, providing services such as application management and digital solutions, digital workplace services, and data center management.

Some of the major projects that have been undertaken during this time include initiatives in justice, healthcare, education, public function and home affairs. One example of the innovation projects that the team has executed is the implementation of the first paperless court. The end-to-end court processes have now been digitalized and are completely paperless. This has helped overcome the challenge of bringing justice closer to citizens and enhancing both the service level and the effectiveness of interactions between the justice system and its stakeholders. Other recent examples include the maintenance and evolution of the Primary Care Information System and the introduction of new digitalized traffic services through the design and implementation of IoT solutions that have made roads safer. In the past, T-Systems also deployed key support initiatives such as the first integrated academic and administrative system for regional schools, as well as the first virtual, integrated one-stop portal for public services.

T-Systems and CTTI have not only introduced new IT and digital solutions at the Generalitat de Catalunya but have also implemented innovative service models throughout their long-standing partnership that most effectively support the business processes.



## Business impact

With digitalization, the government has been able to improve the accessibility of public services to citizens and companies, protect data, overcome social and territorial digital gaps and boost the efficiency of public administrations through the digitization of important driving areas such as health, justice, education services or territorial administration.

Today, new technologies and innovations have enabled the Generalitat de Catalunya to become more proactive, automated, and citizen-focused, with T-Systems as a partner driving transformation and increasing agility. The Government of Catalonia has thus become a regional leader and a role model in introducing ICT and digitalization to work more efficiently and provide better services to citizens. This long-standing partnership between the Generalitat de Catalunya and T-Systems has created a model of trust and a stable relationship that has helped achieve strategic objectives and facilitated the transition toward efficient and sustainable government systems.

End-to-end discussions have built trust and enabled the company to understand and provide solutions based on future needs and technological possibilities. One of the crucial aspects of this relationship has been the flexibility and proximity achieved by addressing evolving customer needs, ensuring reliability, and maintaining data security and privacy. This has helped the Government make critical business decisions, reduce costs, and mitigate risks.

With in-depth knowledge of the client and its processes, T-Systems has been providing long-lasting, reliable support for critical operations that benefit both the administration and the citizens of Catalonia, especially during peak periods. These processes have greatly improved agility, allowing the administration to interact more effectively with citizens, increase staff flexibility, and capture data to improve decision-making across the organization.

The Government of Catalonia is now moving toward a digital and cloud-driven future that spans infrastructure, applications, and processes—reshaping classical ICT provision models into a new, vertically driven approach that combines and integrates applications and infrastructures through the adoption of new agility models.

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