

1. Challenge

How can we optimise internal operations in terms of recurring processes and procedures?

2. Subsidiary challenges

- How can we streamline the procedures associated with the day-to-day management of SPRI in terms of aid programmes, support services for companies and other internal processes?
- How can we make use of the information that SPRI's customers have already provided on various platforms, records and forms to facilitate future interactions and inform future activities?
- How can we make use of unstructured information in documentation shared with SPRI in the framework of its aid programmes, business support services and other internal processes?
- How can we go further towards automating the anonymisation of personal data so that it can be retained and reused in accordance with the law and for an unlimited period of time?

3. Possible solutions that can be applied

- Documentary analysis software aimed at automating processes.
- Data analysis solutions, aimed at making better use of the data held by SPRI, in accordance with the provisions of the regulations on personal data protection, making it possible to identify trends or patterns in its customers' behaviour, for example.
- Multi-platform solutions that make cross-cutting integration possible in all SPRI tools, complying with the specific regulations on bilingualism.

4. Context

As an agency whose function is to develop Basque business, SPRI has identified the need to optimise the internal operation of its recurring processes and procedures, paying particular attention to how it manages aid programmes, support services and other internal processes, and the procedures that customers have to carry out, with the aim of improving their experience as SPRI users. In this sense, we believe it is important to automate recurring tasks of low added value to allow the organisation's employees to concentrate their time on higher-value tasks.

For example, the management of the records for each aid programme currently involves a series of processes and checks carried out manually, which could be automated. Furthermore, part of the information provided by the companies in each record is done through text reports, which contain a large amount of useful information for SPRI, which cannot currently be used by SPRI due to the fact that it is not provided in a structured and homogeneous way for all of the programmes.

5. Objectives

- To deal with the growing number of records to be processed, prioritising efficiency when it comes to processing them and reducing the number of resources assigned to them.
- To deploy the skills of in-house staff towards more value-added or intellectual work.
- To manage documents in accordance with the law, and support the rights of interested parties not to provide the same documentation for different purposes.
- To improve the user experience of customers in their interactions with SPRI and to cover a larger number of the entity's target audience.