

DIGITALIZATION

 lineco

 **Catalogue**  
of products

# DIGITALIZATION

Discover  
our  
products

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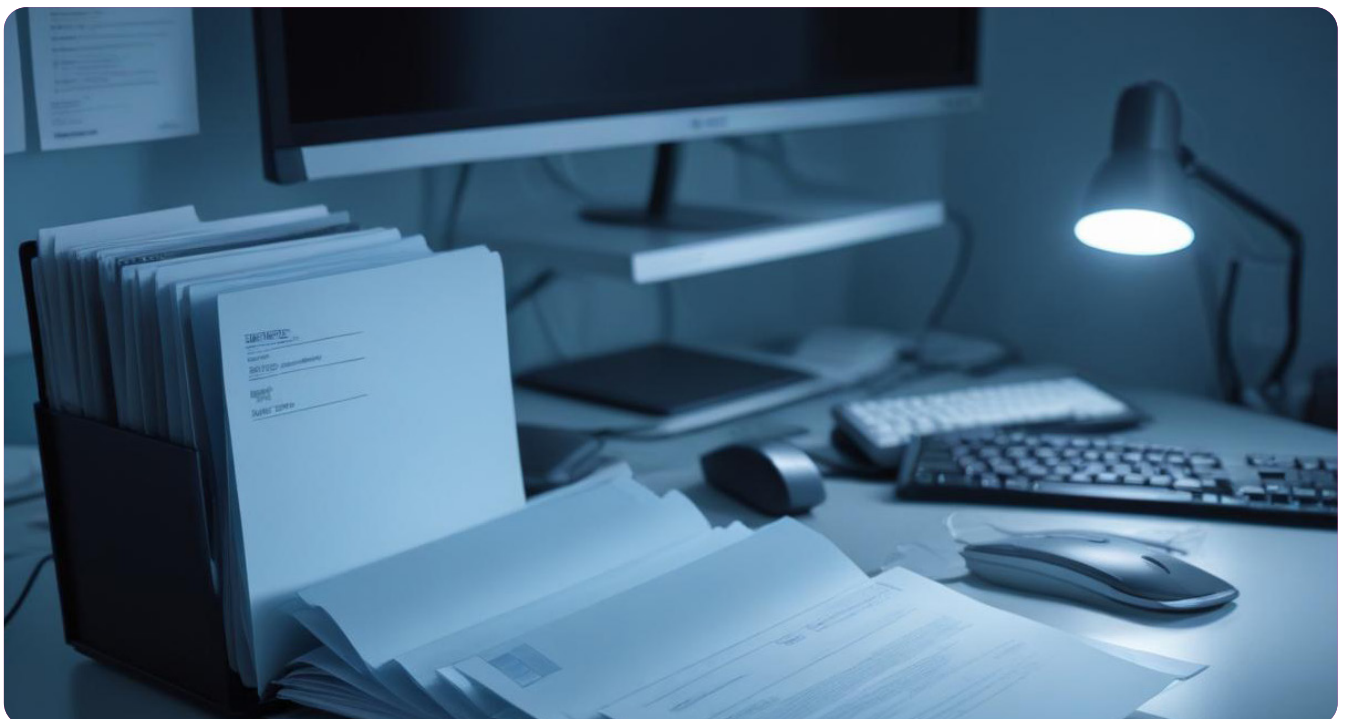
# 1 ICT files processing



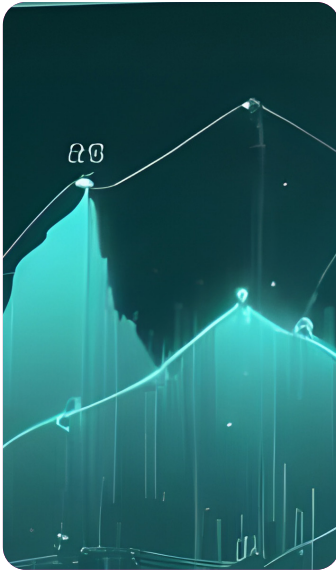
We provide operational support to the client in the **contracting of ICT services**, ensuring the proper execution of these, and aligning the principles of legality, efficiency and economy.

We also provide support in the **preparation of contracting files, incorporating proposals for evolution and improvement** based on the knowledge acquired in the monitoring and control of contract performance.

Finally, we unify and adapt the contracting criteria in all the files, taking as a reference the Public Sector Contracts Act and the modifications that occur in this, as well as the guidelines set by the client's contracting bodies, the Attorney General's Office and the General State Comptroller's Office.



## 2 Technical planning offices and PMO



**We provide operational support to the client in the field of integrated monitoring of the different ICT projects**, enabling correct management and decision making at management level.

Its scope of action is restricted to the client's own projects, through support for the operational supervision of the client's technological projects, support in the definition of the strategic plan, its dissemination and coordination between projects.

At the same time, the result of the actions is measured and evaluated from a global and individual point of view of the service as a whole, through the monitoring of the fulfilment of milestones, and the management and updating of the client's catalogue of projects and programmes.



### 3

## Monitoring and control of suppliers



We control the quality of the services provided by the client's suppliers by monitoring and controlling their performance, thus **ensuring the quality and execution of contracts, orders, agreements or arrangements** in terms of quality, service levels, amounts, adequacy of personnel and material resources used.

This is done through the implementation of processes for the measurement of Key Performance Indicators, Service Level Agreements (SLAs) and other agreements and commitments reflected in the client's specifications and those included in the service providers' offers, as well as the reporting of the measurements to the client's responsible units.

These processes also focus on the measurement of indicators to determine concrete impacts on each service and client solutions through client's tools, the definition and execution of user satisfaction surveys on the services provided and the review of the hardware elements that make up the workstation.



# 4 Change management



Change Management is a structured process that enables agile and effective transformation in the face of changes in processes, technologies and business models. It is the process of planning, implementing, monitoring and evaluating actions necessary to achieve the desired transformation, including identifying the impacts of change on people, processes and systems.

### Change Management Phases:

1. Detection and analysis of needs: Identification, evaluation and diagnosis.
2. Design and planning of actions. Set specific objectives, identify resources needed and develop a plan.
3. Preparation and implementation. Materials development, delivery, dissemination, etc.
4. Evaluation and monitoring of the different actions to ensure that the changes are sustainable in the long term.

This includes communication, training, collaboration with the people concerned and measuring the results of change. We seek to ensure that change is implemented in an effective and sustainable manner.



- **Training::**

- Definition, elaboration and implementation of a capacity building oriented Change Management strategy.
- Creation of teaching materials.
- Training delivery.
- Administration of learning management tools.

- **Communication:**

- Communication and marketing consultancy.
- Development of communication content.
- Support for the organisation of events, media relations and publicity.
- Monitoring and evaluation of the results and impact of communication.
- Client service in the digital environment.

# 5

## Business solutions consultancy



We provide advice and support in Digital Transformation, from the analysis of the client’s needs to the functional and technological diagnosis and strategic plans.

We carry out **process consultancy** to document and propose functional and technological improvements using automation, Artificial Intelligence, low-code platforms, etc.

We also offer **support in the public tendering process** in all its phases: preparation of the contract, selection, awarding and formalisation of the contract, and obtaining local or European aid. **Support in the processes of collection**, review and evaluation of file documentation, preparation of reports and referral to the corresponding authority.

We include staff who will carry out operational oversight and/ or execution of specific work, common activities of a Programme Office (PMO). The PMO team measures and evaluates globally and individually the result of the actions of the service as a whole, the monitoring of the fulfilment of milestones and the management and updating of the client’s project and programme catalogue. They carry out the specific design of dashboards, essential to show those metrics or KPIs that are the object of constant monitoring and evaluation for each client.

We provide **technological consultancy**, advising and designing the transformation of spaces in train stations, airports and hospitals. We advise the client so that can make the investments to be made profitable.

# 6

## Technology architecture and interoperability consulting



We define and implement **strategies** to enable communication between IT systems for the purpose of “feeding” or “providing visibility” into one system with information from another.

We enable the **optimal processing of large volumes of information** in systems that are growing exponentially and whose processing provides people with a global perspective, making it necessary to apply information interoperability between different systems processing millions of individual data.

The **services** that can be provided by these solutions are:

- Interoperability consultancy, integrating aspects such as: Cybersecurity, technology assessment, IT Governance or Data Governance and Quality.
- Consultancy for the design and implementation of architectures based on monolithic or microservices technologies, with interconnection structures defining, by means of strategic plans, the actions to be implemented in order to achieve the objectives set. This includes commercial and marketing studies for infrastructure, equipment and services. The studies or business plans incorporate the planning and design of the activities to be carried out, oriented both towards the work of new farms and the redesign of existing ones.





# 7

## Emerging technologies consultancy

We know the latest trends and advances in technology, such as **artificial intelligence, the internet of things, virtual reality, cloud computing**, among others. These technologies have great potential to transform the way organisations operate and engage with their clients.

Our team of experts **is responsible** for analysing the specific needs of each client and proposing customised solutions that make the most of the potential of these technologies.

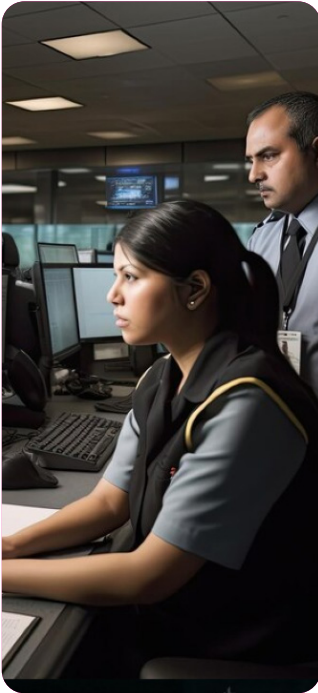
We carry out feasibility studies, risk and benefit assessment, design of technological architectures, development of prototypes, implementation and monitoring of projects.

We focus on adapting these **emerging technologies** to the specific needs of each sector. We develop solutions that improve the efficiency, transparency and accessibility of public services through the digitisation of processes and the implementation of innovative platforms and systems.



# 8

## Strategy, regulation and governance

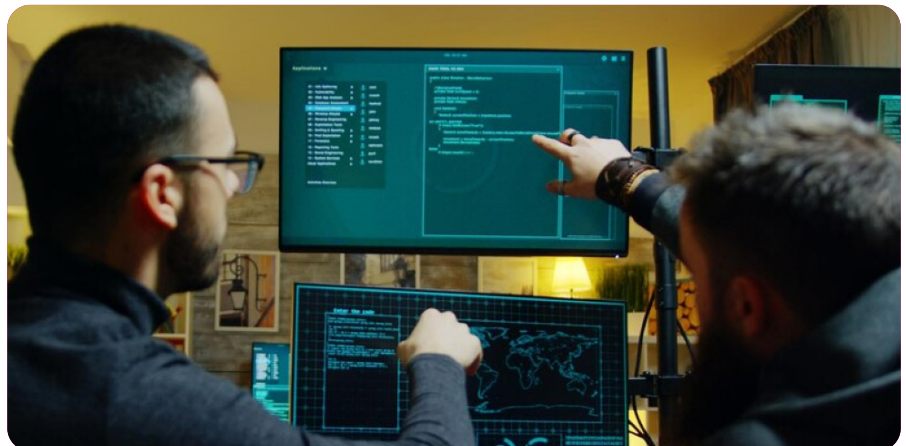


Cybersecurity Strategy, Policy and Governance involves planning and implementing policies and guidelines to ensure that digital assets are effectively protected and applicable regulations are complied with.

We focus on defining long-term objectives and aligning security measures with business objectives. **We identify threats and vulnerabilities** and develop a strategic plan to mitigate risks. We allocate resources, manage budgets and coordinate security initiatives across the organisation.

The Cybersecurity Regulation sets out the rules and standards that must be followed to ensure an adequate level of protection. This includes compliance with government regulations, industry standards such as ISO 27001, and internal security policies. The regulations define roles and responsibilities, incident reporting processes and audit requirements.

We focus on the **supervision and control of security activities**. This includes the review of policies and procedures to ensure their effectiveness and compliance, as well as the ongoing assessment of the security controls in place. We engage in strategic decision-making to adapt security strategy as threats and technology evolve.



## 9

## Security architecture and consultancy

Security architecture and consulting is essential in cyber security and the protection of information systems and technology and encompasses the design and planning of security measures to protect digital assets and sensitive data. It involves the creation of structures and strategies that safeguard the integrity, confidentiality and availability of information in a constantly evolving digital environment.

**Security architecture** includes the design of computer systems and networks with a focus on protection. This involves identifying threats and vulnerabilities and implementing appropriate security controls. A security architect must consider factors such as authentication, authorisation, encryption and key management to ensure that data is protected against unauthorised access.

**Security advice** is aimed at guidance provided by cybersecurity experts. These professionals assess existing systems, identify weaknesses and deficiencies, and offer recommendations to improve security. From the assessment of policies and procedures to the selection of appropriate security technologies and tools.

We adapt to the specific needs of organisations. There is no one-size-fits-all solution, and approaches need to be tailored to particular risks and requirements. Security architects and consultants must consider factors such as the type of data handled, the applicable regulation and the available budget.



## 10

## Cybersecurity technology and operation and incidents

This is a critical field in the protection of systems and data against cyber threats. It comprises a set of tools, processes and practices designed to detect, prevent, respond to and recover from security incidents in the digital environment. In this context, technology plays a key role, providing the necessary technical solutions to secure the technological infrastructure and digital assets.

**Cybersecurity technologies** include firewalls, intrusion detection and prevention systems, anti-virus, encryption solutions, two-factor authentication, security monitoring tools and many more. They enable organisations to protect their systems, detect suspicious activity and respond quickly to potential threats. In addition, data analytics and machine learning technologies are used to identify patterns and anomalies that could indicate a security incident.

We focus on the **implementation and ongoing management** of these security technologies and processes. We configure security systems, monitor events and alerts, manage software patches and updates, identity and access, and incident response. Cybersecurity operations teams are responsible for ensuring that security policies and procedures are complied with and kept up to date.

In the event of a security incident, the operation extends to incident management, which involves incident identification, threat containment, forensic investigation, notification of affected parties and recovery of affected systems. Incident management is a critical process to minimise the impact of cyber threats and ensure business continuity.



# 11

## Data governance consultancy



We offer support in the transformation of organisations to be based on a data-driven strategy, as it is the fundamental asset for real digital transformation, with three enablers:

- Data Governance to improve the quality and availability of data
- Focus on business-relevant innovation
- Having defined and standardised team capabilities and ways of working

Also, we support in the definition and implementation of technical architectures that enable data analysis, on-prem and cloud.

Development of use cases on such end-to-end architectures, with data governance throughout the data lifecycle.

Finally, we are also involved in the definition and implementation of data governance strategy in organisations:

- Definition of the organisation's governance model: management, governance and data quality (DAMA, ISO standards, UNE guides).
- Implementation of catalogue, dictionary, quality, traceability, availability



# 12

## Creating dashboards with Business Intelligence

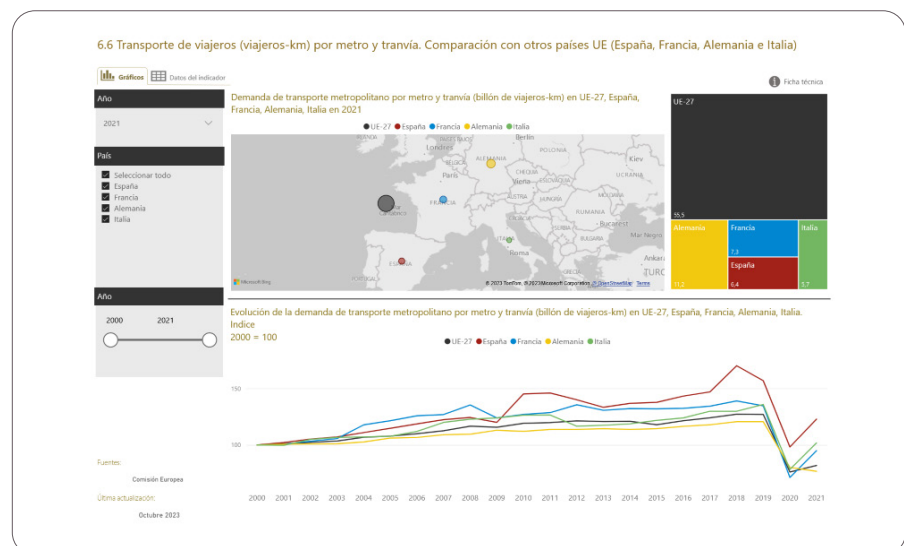
We design, analyse, develop, implement and maintain dashboards and data visualisation environments using techniques and tools for extracting valuable information and supporting decision making.



**Balanced ScoreCard (BSC)** is a management tool to visualise and control the performance of a company or a project, using key success indicators. These can be of different types: financial, clients, internal processes or learning and growth. The aim is to align strategy with operational objectives, and to facilitate data-driven decision making, and follow up on corrective and preventive actions.

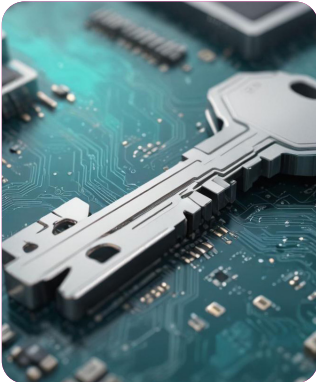
Some of the **work** to be carried out includes:

- Design, development, testing and maintenance of data processing systems, including data extraction, transformation and loading.
- Data modelling for further analysis.
- Data analysis for the identification of KPIs.
- Exploitation of business intelligence (BI) tools.



## 13

# Master Data Management (MDM)



Master Data Management (MDM) is a technology solution to efficiently manage and maintain an organisation's master data. Master data is the key and fundamental data of an organisation, such as information on clients, suppliers, products, locations, employees, among others. They are used by multiple systems and applications throughout the organisation, and proper management is crucial to ensure their quality, consistency and availability.

We offer a **centralised and unified platform** for the management and control of master data. We make it easy for users to create, edit, maintain and synchronise master data securely and efficiently and offer advanced functionalities such as replication, data validation, version management and workflow management.

We provide integration capabilities with other systems and applications, enabling automatic, real-time sharing and synchronisation of master data. This ensures that all systems and applications in the organisation are using the same up-to-date version of the master data.



Master Data Management is especially beneficial for organisations that handle large volumes of data, multiple dispersed data sources or need to ensure data quality and consistency across the enterprise.

In short, **Master Data Management (MDM)** is a technology solution that enables organisations to efficiently manage and maintain their enterprise master data. It provides a centralised and unified platform for the management and control of master data, ensuring its quality, consistency and availability across the organisation.

# 14

## Advanced analytics with Big Data

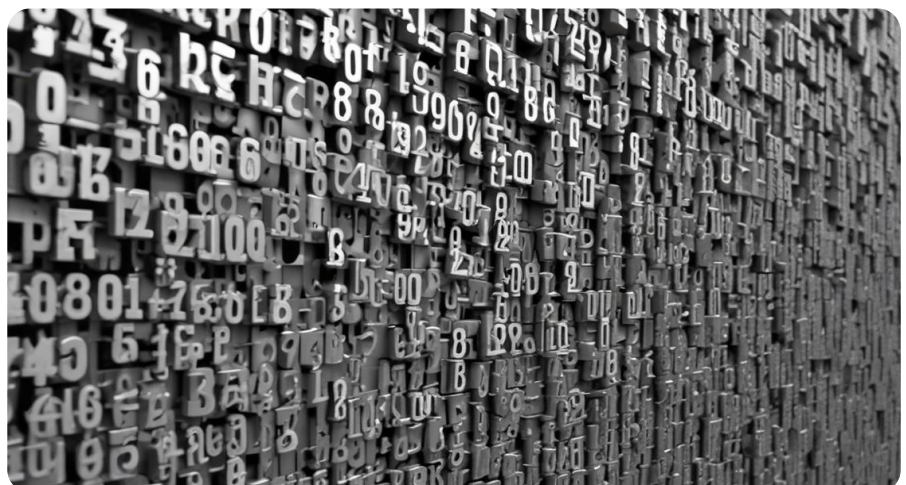
We provide a technology solution that combines the power of big **data analytics with advanced algorithms** to extract valuable insights and make strategic data-driven decisions.

This solution makes possible the fullest potential of data by collecting, processing and analysing large volumes of information from various sources, such as social networks, sensors, transactional records, among others.

We use techniques such as **machine learning, artificial intelligence and data mining** to discover hidden patterns, trends and relationships in data. This allows them to gain in-depth knowledge about their business, clients, operations and market, which in turn helps them to make more informed and efficient decisions.

We offer data visualisation capabilities to facilitate the understanding and communication of analysis results through interactive graphs and customised dashboards.

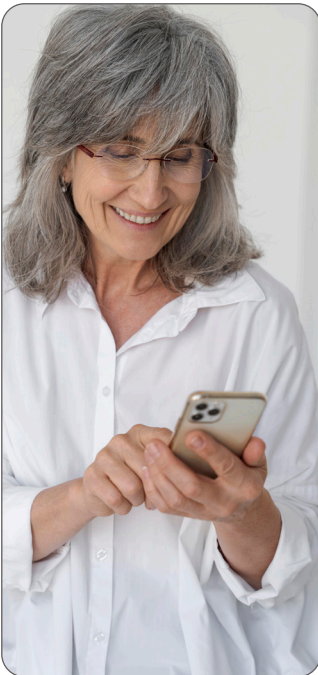
Ineco's Advanced Analytics with Big Data is a tool that allows organisations to make the most of their data to make strategic decisions based on accurate and up-to-date information.





# 15

## Digital management solutions



We offer tools and implementations that allow the digitalisation of Public Administrations with the following **main axes**:

- Search for media efficiency through the correct use of technology.
- Streamlining of government procedures.
- Bringing the Administration's processes and procedures closer to citizens, providing them with 'single windows'.
- Provide mechanisms for dissemination and accompaniment in Change Management.

**Digital Administration solutions** can be framed within:

- Consultancy on fundamental aspects such as: Cybersecurity, Technology Consultancy, IT Governance or Data Governance and Quality.
- Implementation of architectures based on monolithic or microservices technology, with interconnection between systems.
- Development of customised software solutions
- Support to established IT infrastructures
- Search for efficiency in the solutions proposed, both in terms of the Administration's own knowledge and the resources used in the Public Administrations, for example, through the reuse of transversal applications developed by the Administration.



# 16

## Transport engineering solutions

Ineco offers comprehensive and innovative solutions in all phases of the life cycle of an ICT transport engineering project (consultancy, design, planning, execution, commissioning, operation and maintenance), improving infrastructure management, operation and maintenance processes. We cover the **main means of transport** such as: aeronautics, railways and roads, as well as **“Smart Products”** solutions that cover the needs of all types of mobility and focus: Urban, citizen, social or environmental; and which in many cases are consolidated in Ineco assets in the form of reference market products, such as: SIOS, SiMA, TEAcompañó, Navtools, Cronos, Copernicus, Impulse, Flight Simulator, Inventa, Icecof, among others.

Our value proposition is based on the integration of Ineco’s IT teams and technical experts, mainly focused on transport engineering, which allows us to have the capacity to develop any technical and/or customised solution that provides an innovative digital transformation and process improvement.

Transport engineering **solutions** based on:

- Infrastructure and transport management systems
- Web portals and intranets
- Developments based on GIS (geographic information system)
- BIM-based developments
- Smart Products - Smart Cities, Mobility, ITS or IoT
- Comprehensive consultancy



# 17

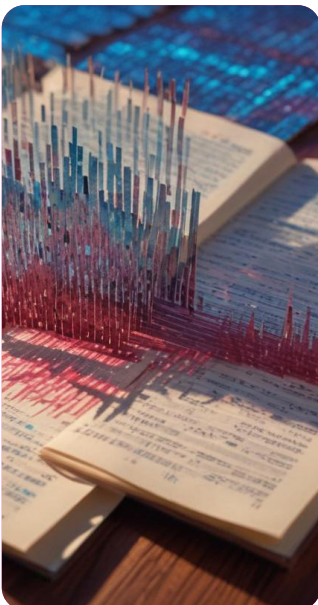
## Digitalisation and cataloguing of files

Ineco carries out Information Technology (ICT) projects related to digital transformation where it is necessary to carry out document management and digitisation of paper documents, including all the activities necessary for the processing and digitisation of document collections, including the configuration and parameterisation of capture applications and/or document management systems with which to record these documents and make them available to the to users.

Before implementing a **document management** system and/or digitalisation, it is advisable to carry out a document consultancy to prepare a diagnosis that identifies the information needs, document series, document life cycle, document flows, end users and legal environment. Thus, we facilitate the definition of document management plans and the choice of document managers that best adapt to the needs and requirements defined by Ineco.

In order to guarantee the retrieval of and access to documents, a document management activity must be carried out that is capable of implementing all the phases of the document life cycle in any of its formats and the established workflows.

Among the activities related to the digitalisation of e-Government processes is the digitalisation of documentation associated with processes that have been carried out on paper and that need to be converted to digital format for their incorporation into document managers, allowing for an improvement in administrative processes.



# 18

## System and network administration



We meet the needs of our clients in the management of their IT architectures. To this end, we offer the figure of a technical coordinator, who is responsible for distributing the work among the responsible personnel, supervising the correct performance of the personnel assigned to the contract, and organising the holiday regime of the work team.

### 1. **On-premise / cloud infrastructure management:**

- We manage the design and implementation of service architecture (DA, O365, Datacenter, MDM, etc.) up to the maintenance of these, offering a complete service for our clients' IT infrastructure solutions. We highlight our knowledge in cloud environments to offer the mobility solutions that our clients require.

### 2. **LAN/WAN infrastructure management:**

- Design, implementation and maintenance of LAN and/or WAN network infrastructures, managing at all times the client's needs to obtain the highest security in their private networks.
- In conjunction with infrastructure management, we offer the possibility to fully manage all IT services offered by our customers to their users.



# 19

## Application and/or microcomputer support

We cover the needs of our clients for the support of applications and user workstations in all areas. The client sets the scope of the services to be performed and the team, defining the number of people, qualifications, experience, timeframe and dedication. Once the scope is set:

- We offer the figure of a **technical coordinator**, who is in charge of distributing the work among the responsible staff, supervising the correct performance of the staff and organising the holiday regime of the work team.
- We apply the “**Instruction on good practices** for the management of service contracts and management commissions in order to avoid incurring in cases of illegal transfer of workers”, issued by the Ministry of Finance and Public Administrations.
- **Application support:** Management of communication channels with users, both for the reception of incidents/ requests and for queries or doubts regarding the use and procedures through an application, whether it is owned by our clients or by a third party.
- **Microcomputer support:** Definition and implementation of good practices and procedures relating to the use and configuration of workstation computer equipment, including software, hardware and peripherals.
- Support in the use and configuration of **fixed and mobile telephone terminals**, as well as videoconferencing.

