

# Universidad de Murcia Achieves eGovernment 2.0 with Intalio|bpms

*Intalio|bpms Supports Universidad de Murcia's Architecture,  
Open Standards, and Application Integration in eGovernment  
Implementation*



**Customer** : Universidad de Murcia

**Industry** : Education

**Product** : Intalio|bpms

**Application** : Administrative Services

Universidad de Murcia, the largest university in the Región de Murcia, Spain, implemented an eGovernment strategic plan in 2005 to integrate administrative applications. The effort saw significant success in streamlining processes for the institution, but some challenges remained.

Enter Intalio|bpms. Building on the success of the initial eGovernment solution, Intalio|bpms introduced robust scalability, open standards, and APIs that allowed further systems integrations, improved efficiency, increased production, and better collaboration.

**intalio|bpms**  
*The Modern Way to  
Optimize Business Processes*

## About Universidad de Murcia

The Universidad de Murcia is the main university in Murcia, Spain. With 38,000 students, it is the largest university in the Región de Murcia.

The Universidad de Murcia is a state institution devoted to providing higher

education to the public. Among its objectives are the creation, development, and research into science, technology, and culture through study and research and the transmission of such knowledge through education.

## The Business Challenge

The Universidad de Murcia implemented a strategic plan "Towards eGovernment" in 2005. The plan called for the automation and refinement of key administrative applications to streamline operations.

In the first phase, the new eGovernance system automated and brought together many different types of requests coming from students, teachers, managers, and employees covering functions such as electronic invoice entry, calls for employment and recruitment,

social help, internal procedures for social aid, document management for citizen document repository, and much more.

In the second phase (eGovernment 2.0), multiple IT systems serving these processes needed to be orchestrated to ensure a seamless experience to the end users. Moreover, the following challenges needed to be addressed:

**Request Volume:** Due to the number of vertical applications for different units of the university, Universidad de Murcia had a large volume of requests for new electronic procedures.

**Agility:** With success came increased demand for services and procedures. It became difficult to manage that growth, and respond quickly to incoming requests operation, and between and among products from several other vendors.

**Consistency:** Procedures from different areas of the university were inconsistent at best, making it difficult for electronic office personnel to streamline procedures, and sometimes further delays occurred.

**Content Format:** Strong demand for new types of files and electronic documents to support the varying procedures strained the system.

Universidad de Murcia needed a solution that could address these challenges and

effectively orchestrate its disparate IT systems.

## The Intalio Solution

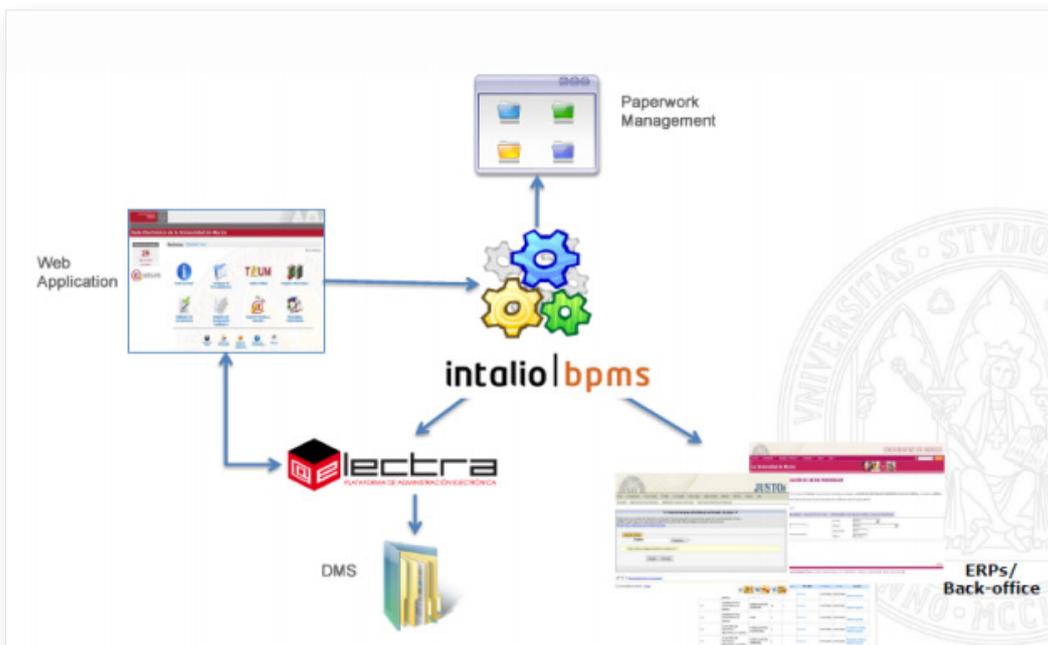
Intalio|bpms plays an essential role in the implementation of process methodologies to transform Universidad de Murcia's system

architecture. Key elements of Intalio|bpms that enabled this transformation include:

**SOA and Web Services:** Intalio|bpms allowed Universidad de Murcia to implement process orchestration for eGovernment services easily while embracing existing practices.

**Open standards support:** Intalio|bpms supported standards already in place at Universidad de Murcia, including BPMN, BPEL, and SOAP.

**API:** The Intalio|bpms API allowed Universidad de Murcia's in-house developed applications to integrate seamlessly with the Intalio|bpms engine.



*“ Intalio|bpms was instrumental in helping us achieve our eGovernment 2.0 vision. Intalio|bpms has allowed us to orchestrate a large number of diverse processes, making our operations streamlined, consistent, and timely. With its extensive support for open standards based on SOA and Web Services, Intalio|bpms will be critical to bringing together our IT systems. ”*

**Jesús D. Jiménez**

BPM Project Manager, Universidad de Murcia

## Benefits

eGovernment 2.0 at Universidad de Murcia is a success thanks to Intalio|bpms. The implementation of BPM methodologies and

API integration of Universidad de Murcia's homegrown applications has contributed to:

Process consistency, streamlining, and refinement, and near elimination of paper-based processes. All processes are handled faster and more efficiently, and there is increased satisfaction of staff and student alike.

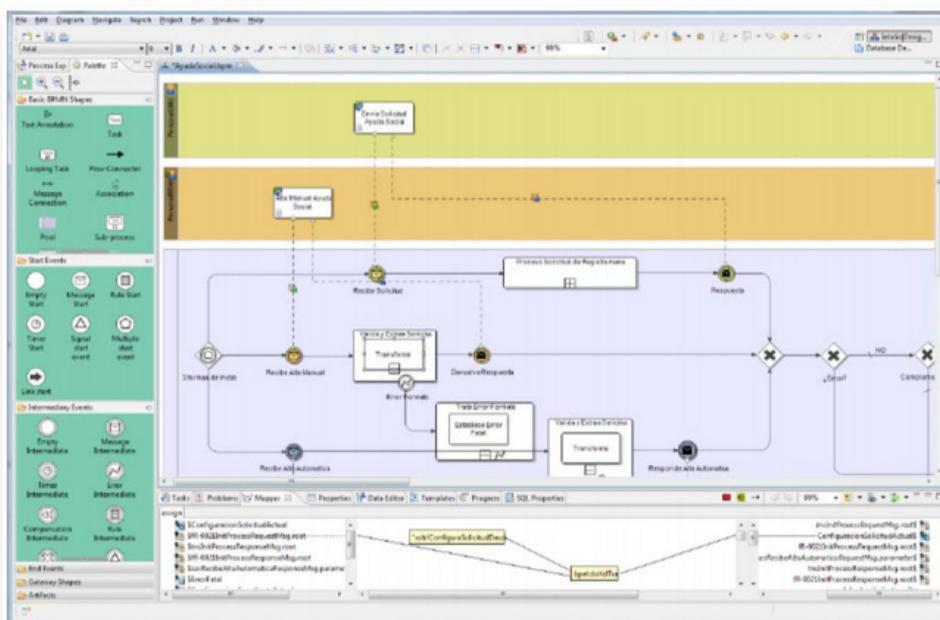
24x7 administrative services that require minimal human intervention - there is almost no need to go into an office or wait in a line to complete administrative tasks.

Improved efficiency and increased productivity for all processes and services, and for all departments and all users.

Better and more accurate collaboration between the university and local and national authorities.

Consistency of common services across multiple organizations.

Increased visibility and organizational intelligence – broader knowledge of business processes.



Intalio|bpms allowed Universidad de Murcia to orchestrate eGovernment services in Universidad de Murcia's architecture, supporting open standards and enabling the

integration with home-grown applications (GESTA) using the existing API layer. Furthermore, Intalio|bpms was used as a tool for:

Modeling of administrative procedures for most efficiency and least redundancy.

Integration with Universidad de Murcia's SOA platform of eGovernment.

Creation of reusable tools that can be consumed in different administrative areas, resulting in process consistency and lower development time.

*" Intalio|bpms allowed Universidad de Murcia turn a good eGovernment solution into a great one, offering further integrations, process refinements, and scalability for smoother long-term growth. Intalio is pleased to support the university through the process and looks forward to their ongoing success "*

**Raj Jain**  
CEO, Intalio

## About Intalio

Intalio – The Modern Way to Build Business Applications. Intalio's suite of products enables businesses, large and small, to rapidly build business applications that are cloud-scalable and mobile-enabled to support an agile response to their market. Our standards-based software can be found powering over 1000 businesses including

some of the largest in the world like Deutsche Bank, General Electric, NTT, Irish Revenue Commission, Singapore Airlines, Facebook and Google. Intalio is headquartered in Palo Alto and has over 100 partners and world class investors. To learn more about building modern applications, visit [www.intalio.com](http://www.intalio.com).

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