Mataró City Council Enhances Process Automation with Tungsten RPA

TUNGSTEN AUTOMATION

Ajuntament de Mataró

Mataró City Council Enhances Process Automation with Tungsten RPA

In Catalonia, Spain, Mataró City Council is responsible for providing public services to thousands of residents and businesses. To more quickly process supplier invoices and streamline the exchange of data and documentation related to residents' housing subsidy applications, the organization uses Tungsten RPA to replace repetitive manual work with intelligent software robots. The new approach saves hundreds of person-hours a year, enabling Mataró City Council to provide more responsive services to its stakeholders.

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260
person-hours per year saved

Accelerates
data exchange for 1,800+ subsidy applications

Streamlines
data-sharing with other government bodies

"Thanks to intelligent automation from Tungsten and our technology partner Software RPA, we're in a strong position to accelerate our e-government transformation— contributing to higher-quality services for residents and businesses across Mataró."

Juan Pablo Magro Muñoz, IT Manager,
Mataró City Council

ABOUT MATARÓ CITY COUNCIL

Mataró City Council (Ayuntamiento de Mataró) is the local government organization responsible for Mataró, the capital and largest town in Maresme, Spain.

REQUIREMENTS:

- High accuracy for processing and acting upon data
- Integration with web applications and on-premises databases
- Cost-effective licensing model with responsive technical support

PRODUCTS IN USE

- Tungsten RPA

Challenge

Part of the Government of Catalonia—an autonomous community of Spain with approximately 7.7 million residents—Mataró City Council provides public services to thousands of people.

Juan Pablo Magro Muñoz, IT Manager at Mataró City Council says: "In partnership with the Government of Catalonia, we are striving to enhance services for local people."

"Tungsten RPA allows us to use embedded AI to identify the appropriate documents, eliminating the need for a member of the team to find the invoices manually."

Juan Pablo Magro Muñoz, IT Manager, Mataró City Council

"For example, Catalonia has introduced an innovative e-government platform that enables us to share information online—replacing time-consuming paper-based processes."

One of the e-government services is EACAT, an inter-administrative processing portal developed and delivered by the Open Administration Consortium of Catalonia. Through the EACAT service, the council can exchange key documents such as supplier invoices with the Government of Catalonia.

"EACAT has streamlined the way we collaborate with our stakeholders—and we saw an opportunity to make the EACAT process even more efficient," continues Juan Pablo Magro Muñoz. "In the past, a member of our team would manually log into EACAT to review and accept digital invoices from our suppliers one by one. We knew that automating this process had the potential to save us many hours of work and help get suppliers paid faster."

In addition to enhancing its supplier invoice process, Mataró City Council realized that automation would be valuable to streamline housing subsidy applications for Agència de l'Habitatge—the Housing Agency of Catalonia.

"For three months each year, the Housing Agency of Catalonia accepts applications for rental subsidies for local residents," explains Juan Pablo Magro Muñoz. "On average, the agency receives 600 requests per month. Exchanging data with the agency and validating the applications was a manual, labor-intensive process. We knew automation would be valuable here, too— unlocking time savings for the agency, helping citizens get decisions on their applications faster, and freeing up time for value-added activities."

Solution

To unlock the advantages of automation, the IT department at Mataró City Council selected Tungsten Robotic Process Automation (RPA). Part of the industry-leading Tungsten Intelligent Automation Platform, Tungsten RPA enables organizations to automate labor-intensive tasks across multiple systems and data sources.

"Mataró City Council is committed to driving digital transformation," explains Juan Pablo Magro Muñoz. "Once we began exploring the capabilities of Tungsten RPA, we quickly realized that the solution was the perfect fit for our needs. The solution is extremely flexible, which allows us to reimagine our processes and build reliable, automated workflows to replace repetitive manual tasks."

Working closely with experts from Tungsten and its trusted local Tungsten partner, Software RPA, Mataró City Council reviewed its existing processes for invoice processing and housing subsidy applications and configured software robots to eliminate the need for human input.

"Tungsten RPA has transformed our approach to supplier invoice processing," confirms Juan Pablo Magro Muñoz. "Every hour, a Tungsten software robot logs into our systems of record and searches for pending invoices. Crucially, Tungsten RPA allows us to use embedded AI to identify the appropriate documents, eliminating the need for a member of the team to find the invoices manually."

Mataró City Council has also successfully leveraged the Tungsten solution to automate part of the processing of housing subsidy applications for the Housing Agency of Catalonia. First, a Tungsten RPA robot uses PL/SQL queries to access each applicant's name, date of birth and other personally identifying information from a central government database and compares it with the details in the application.

"Thanks to the efficiency and precision of Tungsten RPA, we have significantly simplified the process of transferring data and documentation between public administrations for rental subsidy applications."

Juan Pablo Magro Muñoz, IT Manager,
Mataró City Council

Next, the solution navigates to the Housing Agency website and automatically creates and populates a digital application form with all the documents from the application. Finally, a software robot assigns a unique identification number to the record and makes a corresponding update to the local government database.

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Juan Pablo Magro Muñoz,
IT Manager,
Mataró City Council

Juan Pablo Magro Muñoz comments: "Thanks to the efficiency and precision of Tungsten RPA, we have significantly simplified the process of transferring data and documentation between public administrations for rental subsidy applications."

Results

By deploying Tungsten RPA, Mataró City Council has achieved its goals of streamlining and accelerating key services for local residents and businesses.

"We are one of the first councils in Catalonia to leverage RPA technology to enhance e-government services, and the results we've achieved are extremely positive," says Juan Pablo Magro Muñoz. "In the past, our team spent around 260 hours a year manually reviewing pending supplier invoices. Today, we've practically eliminated that work."

By replacing time-consuming and repetitive work with software robots from Tungsten, Mataró City Council can free its team to focus on providing value-added services in other areas. Crucially, the new approach allows local businesses to receive invoice payments faster.

The Tungsten solution is also empowering the local housing department to accelerate processing for rental subsidy applications while saving hundreds of hours of manual work each year.

Based on the success of its first two RPA projects, Mataró City Council plans to work with Tungsten to explore other opportunities for automation.

"It's clear we've only scratched the surface of what's possible with Tungsten RPA," concludes Juan Pablo Magro Muñoz. "Looking ahead, our aim is to work closely with other teams across the organization to show them what's possible with automation. Thanks to intelligent automation from Tungsten and our technology partner Software RPA, we're in a strong position to accelerate our e-government transformation—contributing to higher-quality services for residents and businesses across Mataró."

Learn more about Tungsten RPA

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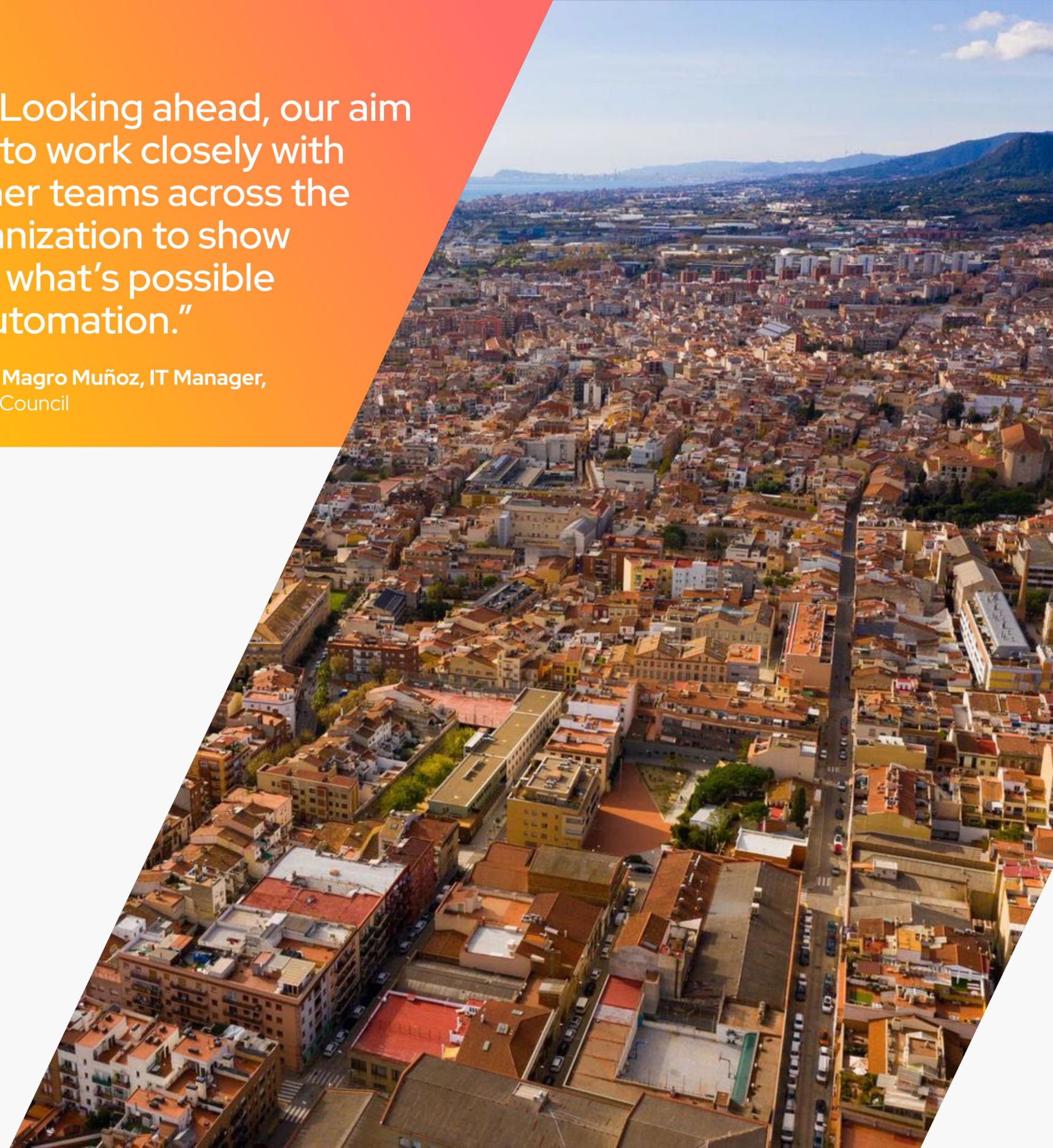
Tungsten Automation, formerly Kofax, is the global leader in intelligent automation solutions with a trusted legacy of nearly 40 years, with a team of 2,000+ employees in 40 countries, serving 25,000+ global customers. Our dedication to innovation and customer success has earned us industry recognition, including being named a leader in Intelligent Automation (IA), Intelligent Document Processing (IDP) and Process Orchestration by top analysts. We are trusted to help businesses gain unprecedented efficiencies and reduce costs through AI-powered workflow automations that propel their businesses into the future.

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