

# Integrated Management of Specialist Processes

Public bodies and agencies manage a range of processes that may be very different in nature, depending on their respective fields of competence, but all of which impact on the general public. Many of these processes require a high degree of technical knowledge and expertise or demand action to be taken quickly. At times, a public body's workload can be extremely difficult to manage without a suitable structure in place to ensure an appropriate and timely response to issues that arise.



## NUESTRA SOLUCIÓN

Applus+ offers specialist support to public bodies with the integrated management of processes, monitoring cost and time efficiencies at all times.

We tailor the service we provide to the specific needs of the client, project or procedure in question, providing all the technical and human resources required to ensure a successful outcome. We can help our clients with project design; supply of resources; establishment of monitoring mechanisms; and review and improvement of the current integrated-management model.

The Applus+ vision is one of integrated outsourcing, in which we look to develop customised management solutions and bespoke IT applications to meet our clients' needs. Our competitive edge lies in our versatility.

Our multi-disciplinary teams comprise specialists in a vast range of public-body operating procedures: high-level administrative procedures, management processes, technical

operations and service-delivery monitoring and follow-up. They also include technical professionals specialising in the development of bespoke ICT solutions to support process management.

We see complex projects or environments as challenges and are more than capable of rising to them, adapting the equipment and personnel we provide to the specific needs of the project – and always adding value. Our organisation's technical and financial strength guarantees a highly trained team of experts and sufficient resources to see projects through to a successful conclusion.

## Clientes

This cross-cutting service, which covers all types of technical and administrative activities in a wide variety of fields, can be called upon to support with:

- The development of competencies that will lead, in turn, to a need for new administrative procedures
- The delivery of specialist services to the general public
- Procedures or projects generating a high short-term workload
- Monitoring and follow-up activities, with a view to injecting an element of objectivity and independence into any assessment of programme effectiveness and efficiency. In particular, the monitoring of service-delivery compliance by public-procurement officers.

## Beneficios

By bringing Applus+ on board to assist with the integrated management of their specialist processes, our clients benefit from:

- A results-driven process subject to monitoring at any time
- Increased productivity
- Enhanced competitiveness, which invariably adds value
- Lower operating costs
- Reduced risks
- The flexibility to adapt without delay to any changing needs or circumstances that could impact on the activities underway
- Greater confidence in the organisation, both internally and externally
- Sustainable improvements in organisational structure, serving as a model for future results-driven working methods

