

Overcoming the business support jungle

Catalonian One Stop Shop



About Catalonia



7,5M Inhabitants



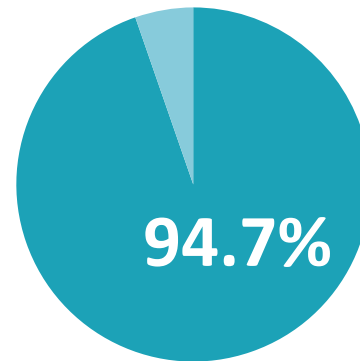
316.000

Civil servants and
employees from all
administrations

The Catalan economy



606.512 companies with workplace
(11/10/2018)



of companies with fewer than
10 workers and more than half
have no employees

About Catalonia

3 levels of Public administration



State

Constitution law, taxes



Regional

Workplace approval



Local

(city council)

Activity approval

*Opening a business
in Catalonia
was a long
and complicated
process*



Catalan OSS





**Business is
in the center**

OSS:

The only reference point for entrepreneurs, business and intermediaries in their relationship with the Administration.

Integration
services

Multiadministration

Unified processing

Network

Multichannel

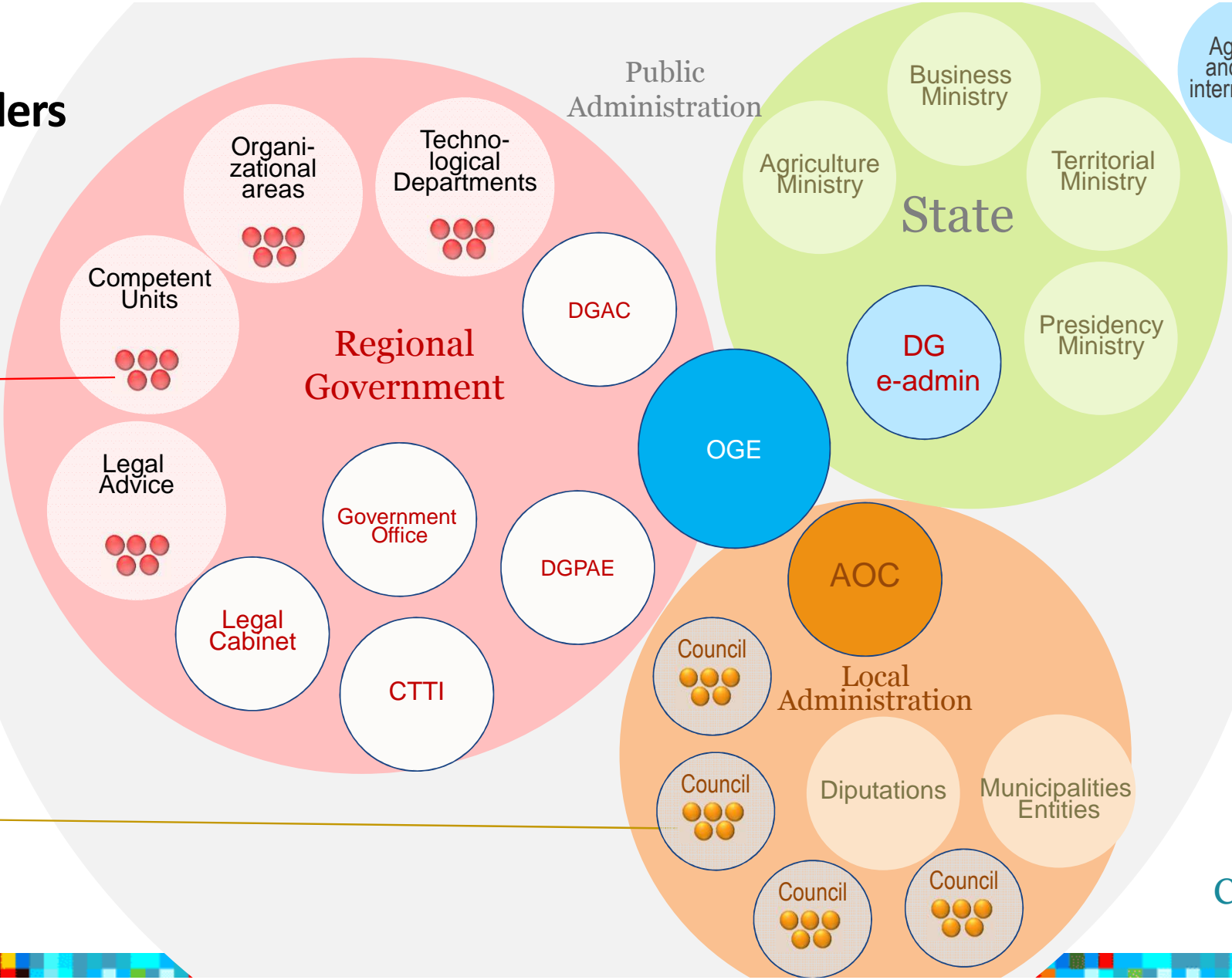
Speed and
efficiency



OSS stakeholders

- Culture
- Agriculture
- Fire
- Presidency
- Territory
- Business
- Health

- Agriculture
- Fire
- Security
- Health
- Business
- Town planning



- Agencies and others intermediaries
- Entrepreneurs
- Business organizations
- Professional colleges
- Unions

External Customers

Implementation: What have we done so far?

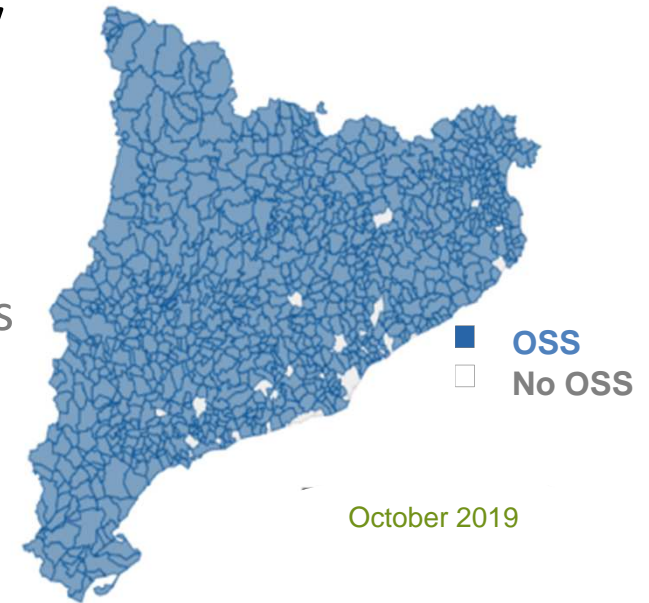
Legal scope

1 Law 16/2015 of simplification:

develops the One Stop Shop model, oriented for the entrepreneurs.

2 Implementation of the OSS in the territory

2019: 918 city councils incorporated in the OSS, this represents a 97% out of the total.

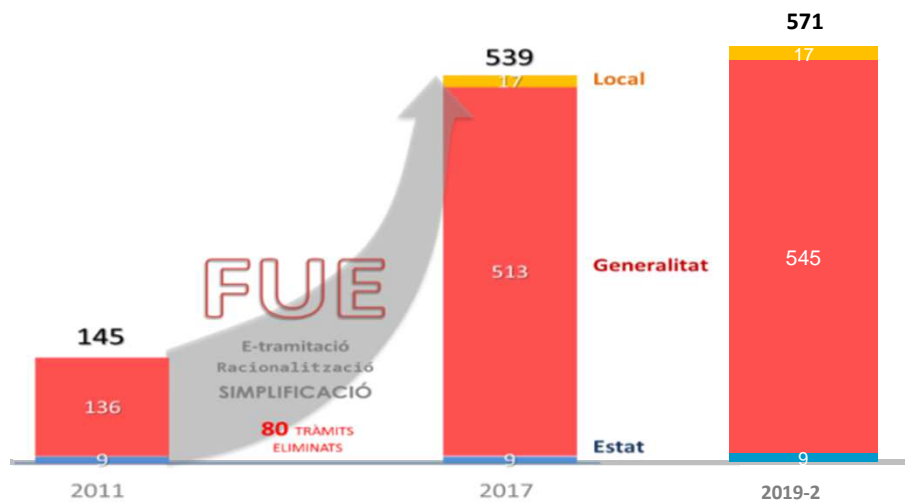


Implementation: What have we done so far?



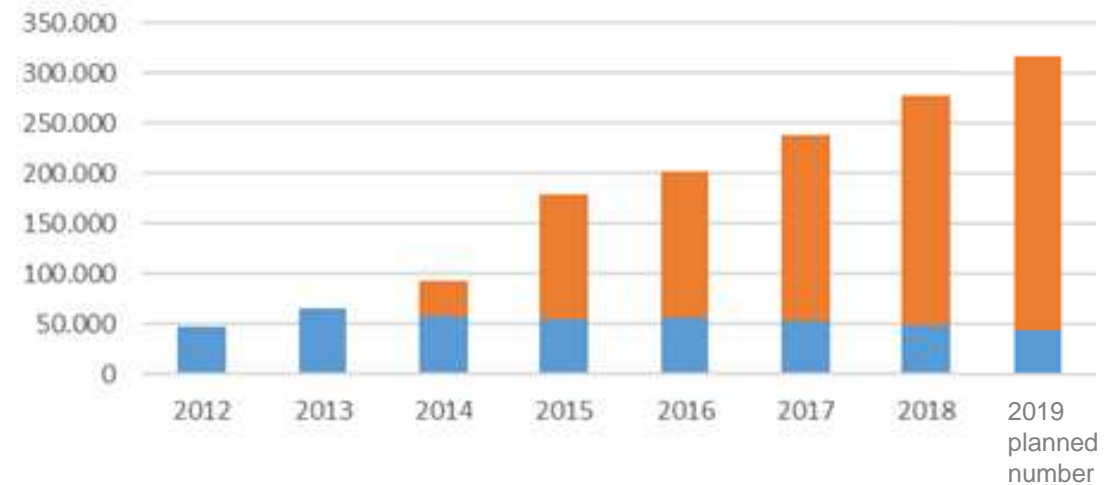
Organizational scope

1 Increase in the number of procedures of the catalogue



2 Increase in:

- the number of files
- the online files



Implementation: What have we done so far?



TIC scope

1 **canalempresa.gencat.cat:**

Reference channel for those procedures affecting the economic activity.

784.452 Website visits

2.971.542 Web page views

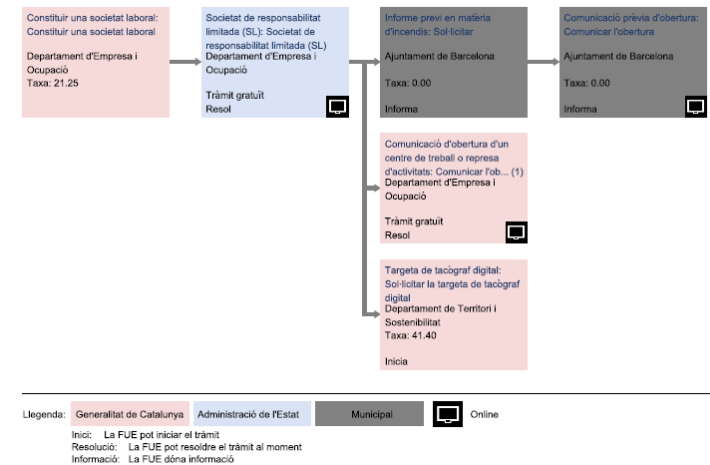


111.165

Companies with their personalized data in "My folder"

2 **Guided search of the procedures:**

A tool focused on entrepreneurs, who can quick and easily know which procedures apply to their needs, by answering a set of questions.



3

TEI – Tramitador d'expedients interdepartamental

Procedure manager

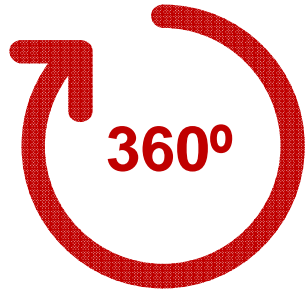
+1.200.000 procedures

back office, designed for transversal management of business files:

- **On line** (Canal Empresa Web site)
- **On site** (22 offices assisting the territory)

Where are we going to?





1

The company MUST CONTROL his DATA:

- **Only once principle**
- Working with data instead of forms
- Achieving coherence: to standardize information and define a common language for all the players.

2

Transparency:

- Offering enterprises all data we have
- Knowing in an easy way and multi-device which formalities they have done and to know the state of them in each moment.

3

Offering new digital and proactive services

- **Companies:** financing and other advisory services, support and help to innovation and internationalization.
- **Intermediaries:** managing roles of professional presenters



What we have to do?



Intense collaboration: design thinking, co-create services

- responsible organizations and collaborators
- Entrepreneurs, enterprises, intermediaries and other actors.

What we have to do?



- **Organizational transformation:** New ways of working
- **Ambitious development of TIC products:** technological transformation of the platforms and information systems from different public administrations.
 - **Directory of Companies and Establishments:** connection with the back office
 - **Unified procedure**
 - **Managing Rols**



IN COURSE:

new Law on the facilitating economic activity

encourage **technological change** to use a more agile and efficient data and **add value** to the services provided to companies and professionals.





Main Obstacles overcome



Main Obstacles overcome



The
cross-departmental-administration
level nature of the project,
which affects a large number
of actors in different
government authorities



Main Obstacles overcome

Modifications to the regulatory framework are required to ensure that this simplification has a significant impact on entrepreneurs.



The modification process is long and tedious, given the numerous regulations involved



Main Obstacles overcome



The need
for new technological platforms
to facilitate new forms of processing based on
the change in the relationship model



Main Obstacles overcome



Resistance to change in some of the units
responsible for the procedures.

The leadership in those cases not always have been strong
enough.





Transferability



Transferability



OSS project is perfectly transferable to other European states or regions as they share the same model of intervention in economic activity:

- Different levels of government
- Similar legal framework
- Administrative difficulties that companies have to open a business are shared in most other countries



CONCLUSIONS

532 procedures
270.000 files

916 OSS
Municipalities

Data management
Transparency
New services

New tools
New legal frame



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