

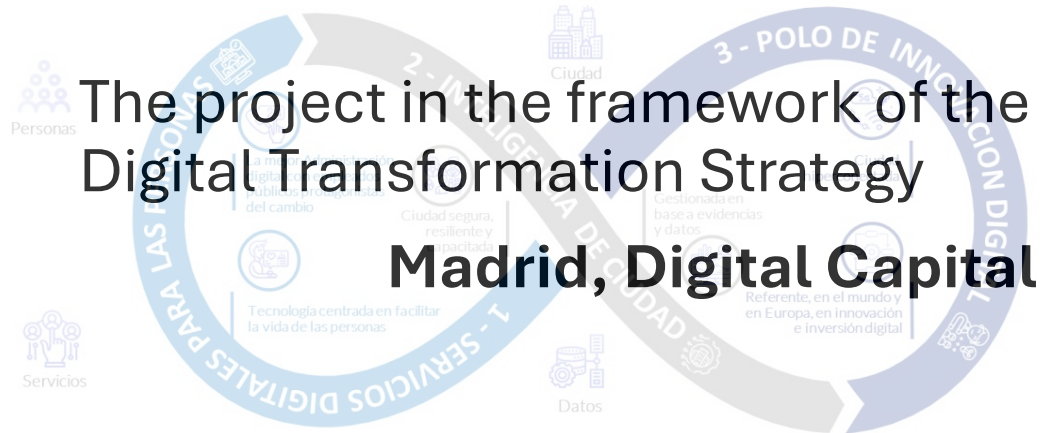
EASYDRO: transformation of the digital workplace for municipal staff

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Capital
Digital

01.



Origin of the Project and Objectives

Framed in the Digital Transformation Strategy of the Madrid City Council.



02.

Origin and Contextualisation



MADRID CITY COUNCIL'S OBJECTIVE

To have a **"smart workplace"** that knows who each employee is, what they are doing, that accompanies and recommends them in a personalised and proactive way, providing them with information or activities based on their personal and professional context and that allows them to offer the service that the people of Madrid expect from their City Council.



03.

Easydro: Solutions to make your
day-to-day easier...

EASYDRO, a **DIGITAL TRANSFORMATION PROGRAMME** is here!

with the aim of making the day-to-day work of municipal employees easier, so that they can provide an even more excellent service to the public...

BASING TRANSFORMATION ON: **PRINCIPLES OF WORKPLACE DESIGN**



Improve the user experience. Make it more digital.



Increase self-service and productivity.



Automating and maximising the use of data.



Continuous personal assistance.



Change management and communication.



easydro

Solutions to make your day-to-day easier

The EASYDRO ROAD MAP ...

It responds to an INTEGRAL VISION of EQUIPMENT, TOOLS and CULTURAL CHANGE to offer FLEXIBILITY, COLLABORATION, TEAMWORKING AND MOBILITY...



June 2020	August 2020	September 2020	April 2021	September 2021 - Present	Próximos pasos
<ul style="list-style-type: none"> • Project kick-off 	<ul style="list-style-type: none"> • Service start • Mayor's video • Measurement Plan • Profiling 	<ul style="list-style-type: none"> • Governance model • License allocation • Express Adoption Plan • Digital adoption index 	<ul style="list-style-type: none"> • Start of the Adoption Plan Plus • Technical projects • Automations • Communication space 	<ul style="list-style-type: none"> • Office on-site • Cloud-based email • New support channels (Portal + Chatbot) • Smart IT Evolution • Endpoint antivirus and security • Expert technical support DA, Ad-Join... 	<ul style="list-style-type: none"> • Generative AI/Copilot • Boosting use of Power Platform • New communication channels and experience-focused work
NEW SERVICE ARCHITECTURE		USER SUPPORT SERVICE / ASSISTANCE / MEASUREMENT			

HOW EASYDRO WORKS...

With a new approach, moving from project planning to a global transformation plan (project scope + user impact + service and operational impact).

- Understanding the project as a whole
- Ordering and prioritising user-focused initiatives, taking into account the impact on service, maintenance and operation of platforms.
- Communicating and accompanying continuously and with a global vision
- Generating ideas and validating the most appropriate way to mobilise the whole organisation to reach the final objective of the project.

01 SERVICE

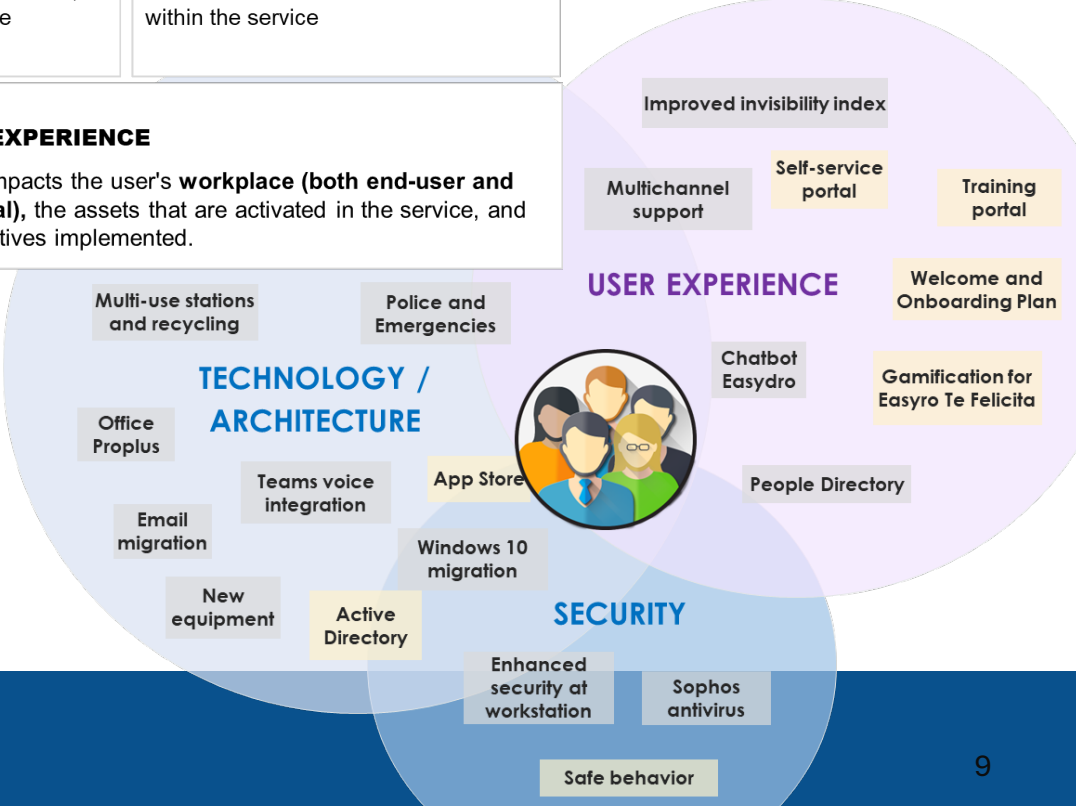
What happens **around the service** and what mechanisms need to be put in place to guarantee his health, security, and to make it more efficient and modern

02 PROJECTS

What is it that needs to be considered **when launching a project** or a new transformation or evolution initiative within the service

03 USER EXPERIENCE

How it impacts the user's **workplace (both end-user and technical)**, the assets that are activated in the service, and the initiatives implemented.



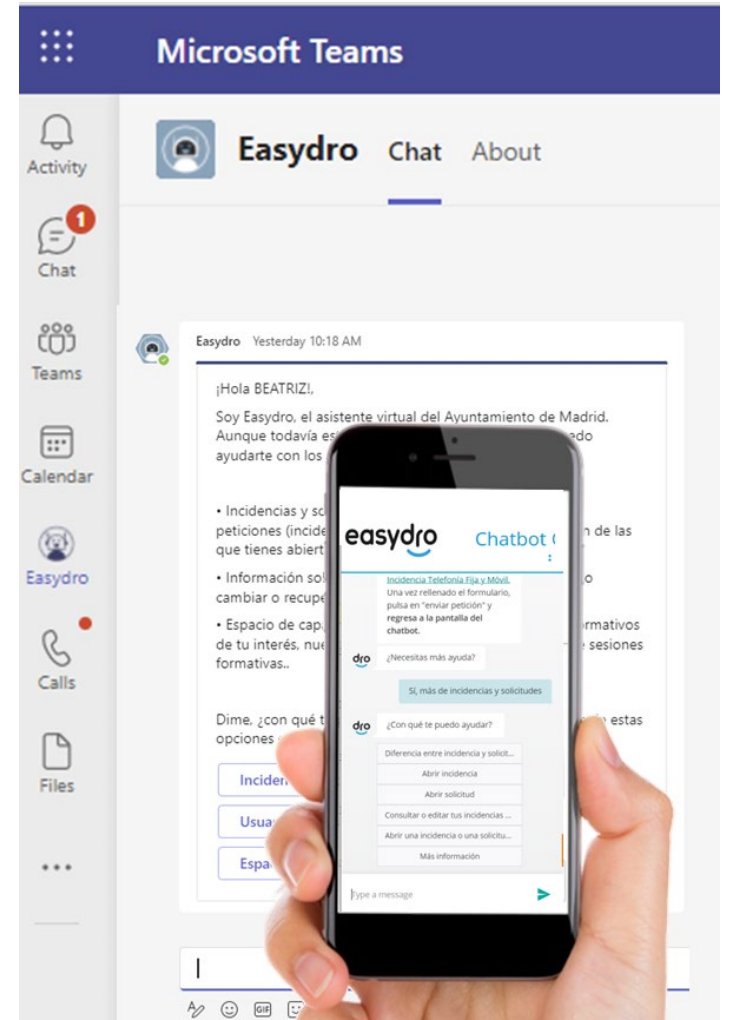
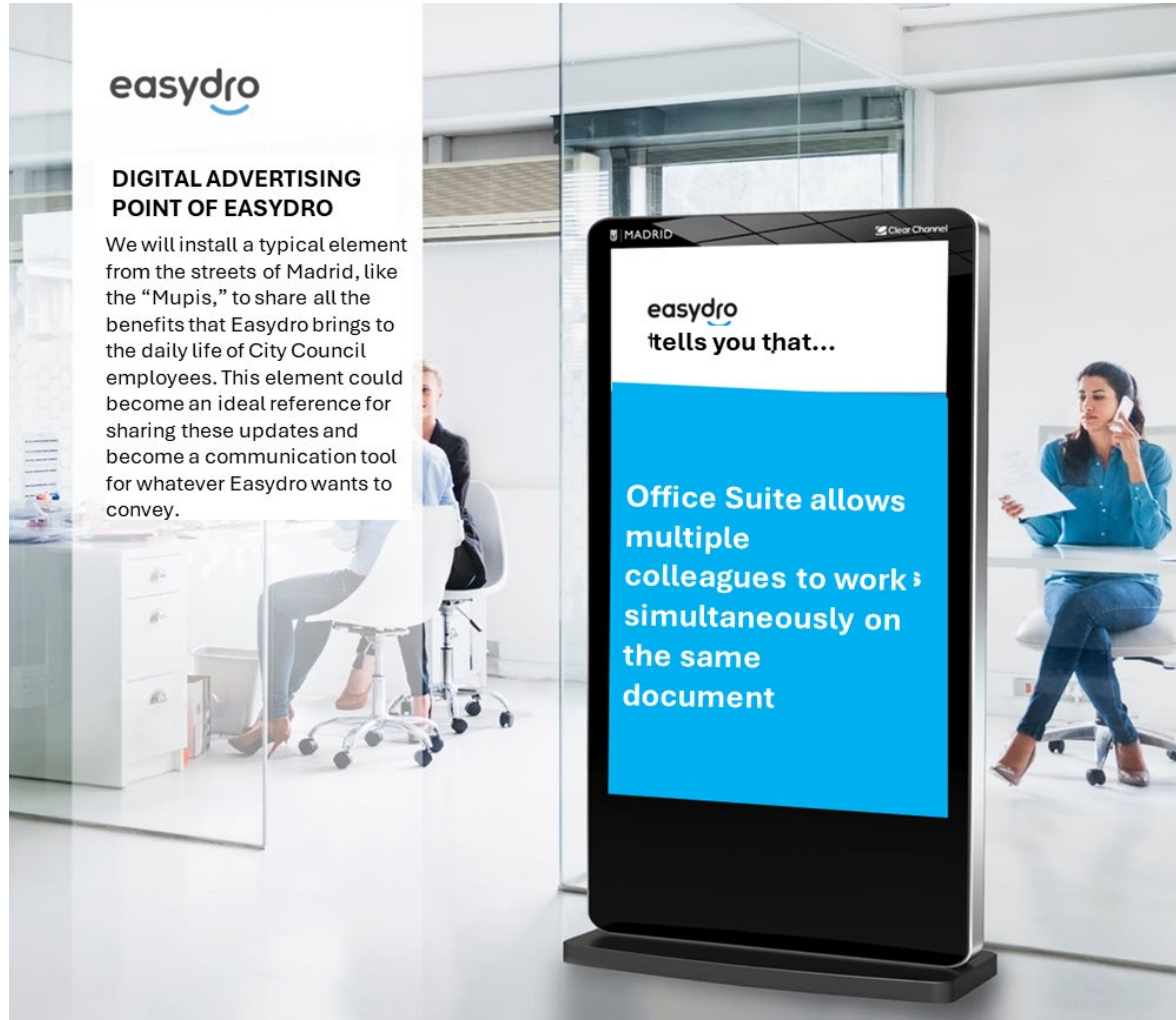
Continuously accompanying the user
 With clear, precise and impactful communication
 Incorporating new personal assistance channels

HOW EASYDRO WORKS...



*What would you digitalize in your office?
 It is listening...*

Access through this QR:



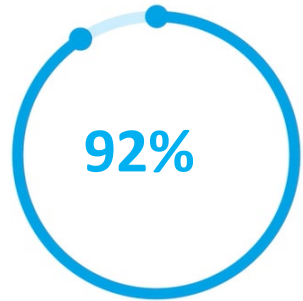
HOW EASYDRO WORKS... Making decisions based on data and results...

Measuring impacts

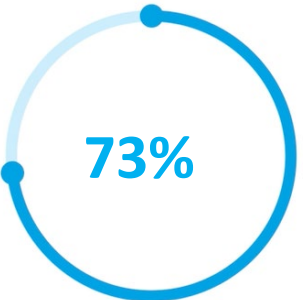
At different operational, tactical and strategic levels



MAIN ACHIEVEMENTS AND RESULTS...



A Teams adoption rate of + **92%**.



+ **73%** of employees work collaboratively



83% of employees are satisfied with the change.



As of today, it has been achieved...

+9.500

Teams groups created

6.500

Teams with activity in the last 3 months

+ 1.6 M


Over 1.6 Million Files in the Cloud

+ 129

Counselling sessions held

MAIN ACHIEVEMENTS AND RESULTS...

As verbalised by employees...



“ From the Teams mobile application I can report a maintenance incident at the centre by simply sending a photo. ”

EASYDRO DOES NOT STOP...

New and emerging technologies bring new capabilities to transform the service and workplace...



1. New channels and personal assistance

2. Advanced tools

3. Documentation management

4. Security

5. ...

SOME CASES OF USE...

- VIRTUAL ASSISTANTS TO ACCOMPANY USERS
- AGENT-ASSISTING COPILOTS
- CLASSIFICATION, DOCUMENTATION AND AUTOMATIC TICKET OPENING
- QUALITY MEASUREMENT AND SENTIMENT ANALYSIS (TEXT, VOICE...)
- DYNAMIC RECOMMENDATIONS FOR CONTENT DESIGN AND WRITING
- INTELLIGENT ASSISTANCE IN MEETINGS (GENERATION OF CONTENTS, SUMMARIES,...)
- AUTOMATION OF TASKS (SUMMARIES, FORMATTING, MAIL SCHEDULING)
- CONTENT PERSONALISATION
- SEARCH ENGINES AND INFORMATION SORTERS
- PREDICTION OF VULNERABILITIES AND GENERATION OF COUNTERMEASURES TO IMPROVE THE SECURITY OF INFRASTRUCTURE AND SYSTEMS