

**SC4C Gaia**

**Smart Capacities for Cities**

CATALOGUE OF PRODUCTS AND SERVICES





## What is SC4C GAIA?

**The aim of SC4C-Smart Capacities for Cities- GAIA, is to share a comprehensive range of solutions and services according to the principles of innovation, economic and environmental sustainability, that help to obtain greater efficiency, comfort and interactivity for players involved in Smart Cities or Smart Environments (citizens, government, companies, infrastructure, etc.).**

Electronics, Information and Communication Technologies play a crucial role in the evolution of these environments towards sustainable, comfortable, interactive and interconnected spaces, enhancing the ability to create, collect, process and transform information in order to make their processes and services better and more efficient, enabling to enhance quality of life through the efficient use of customised resources and services.

All in all, this model promotes Smart Cities to make use of Electronics and ICTs to generate a more safer, smarter and efficient environment for people, reducing costs and saving energy, improving the services provided and the quality of life, and reducing the environmental footprint, all this with the help of innovation and a low carbon economy.



## What are Smart Cities?

We define Smart City as a city which makes use of ICT's to manage infrastructures more efficiently, offer services provided rationally, provide a higher quality of service to citizens, wherein all its players (users, companies and Government) interact with each other to evolve and improve their activity. This interoperability requires the support of smart networks and platforms. It is also a city committed to its surroundings, both environmental and in terms of cultural and historical elements.

In this context, a Smart City is a complex system, an "ecosystem" in which multiple players are involved, wherein many closely linked processes coexist that enable new models of business services, relationship with the surroundings, and provides an excellent platform for innovation and creativity of people.



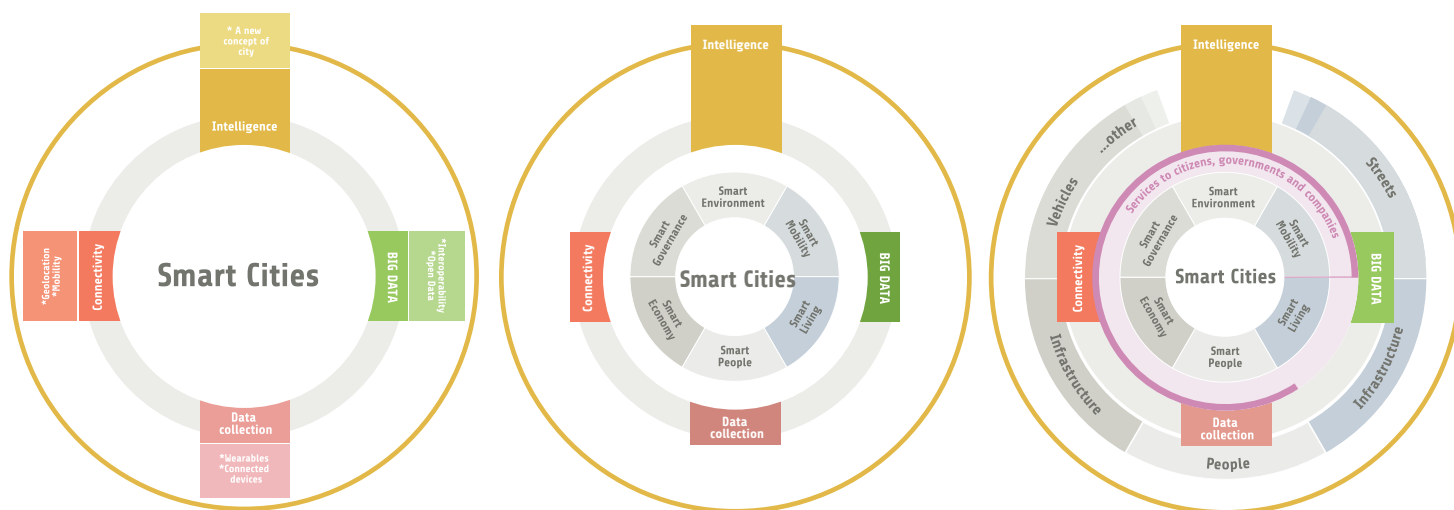
# Value chain of Smart Cities

## STEP 1: Creation of necessary Technology Base and Infrastructure. Structural Areas of Opportunity.

- Data collection (people, buildings, streets, vehicles, infrastructure, ...).
- Transmission of information to complex storage systems BIG DATA.
- Multi-directional communication between devices, systems, people, ...
- Channelling information to data intelligence (systems and applications, data integration, alert systems, decision making aids, ...).

## STEP 2: Identification of different lines or fields of action.

## STEP 3: Range of Smart Products, Services and Solutions to citizens, governments, companies and players involved.





SGSmap

<b>Area</b>	<b>SMART GOVERNANCE</b>
<b>Sub-area</b>	<b>GOVERNANCE (OPEN GOVERNMENT/OPEN DATA, CITIZEN PARTICIPATION, INTEROPERABILITY, PUBLIC SERVICES MANAGEMENT)</b>
<b>Company</b>	SGSmap
<b>Address</b>	Camino Portuetxe, 83 - 2ª Planta - Oficina 6
<b>zip code</b>	20018
<b>Town</b>	Donostia-San Sebastián
<b>Province</b>	Guipúzcoa
<b>Web page</b>	<a href="http://www.sgsmmap.com/">http://www.sgsmmap.com/</a>
<b>Email</b>	<a href="mailto:sgsmmap@sgsmmap.com">sgsmmap@sgsmmap.com</a>
<b>Customer</b>	Ayuntamiento de Zarauz
<b>Country</b>	Spain
<b>Start date</b>	2013
<b>End date</b>	Actualidad

## hiriPosta

Within the philosophy Smart People make Smart City, SGSmap has developed a tool that gives the Administrations the option to actively involve citizens in the development of cities.

The tool developed, hiriPosta, opens a direct channel of communication between citizens and the Administration, offering them all the possible benefits citizens can contribute when they have an equal relationship.

It is based on the experience of citizens in communicating with the Public Administration and hence is adapted to new habits and technologies, mobile applications, social media, etc., and includes the youngest and non-organised citizens.

To achieve this, hiriPosta gives the Administration the option to send out surveys, questions, queries, notices, updates, proposals, etc. via all channels of communication, taking into account the geographic area in order to obtain results of greater value.

In addition, citizens have a tool to notify, question or alert the Public Administration and the rest of society about any relevant issue.

All this information is made public in order to be able to co-create between different agents and give a true picture of society in general, as well as to give the information value for third parties: products, services, businesses, decision making by third parties.

One aim of hiriPosta is to connect the participation in decision making processes, for which it offers services to manage all this information usefully and effectively, minimising the work that needs to be carried out by the Administration in order to get value from the communication and make decisions based on it, connecting each area of communication with the appropriate department to reduce time and costs for the Administration.

More information: [www.hiriposta.com](http://www.hiriposta.com)



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<b>Province</b>	Guipúzcoa
<b>Web page</b>	<a href="http://www.sgsmap.com/">http://www.sgsmap.com/</a>
<b>Email</b>	<a href="mailto:sgsmap@sgsmap.com">sgsmap@sgsmap.com</a>
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More information: [www.hiriposta.com](http://www.hiriposta.com)



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de la información

Odei

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<b>Sub-area</b>	<b>GOVERNANCE (OPEN GOVERNMENT/OPEN DATA, CITIZEN PARTICIPATION, INTEROPERABILITY, PUBLIC SERVICES MANAGEMENT)</b>
<b>Company</b>	Odei
<b>Address</b>	Plaza del Renacimiento 9 - Planta 4ª - Ofic. 20
<b>zip code</b>	01004
<b>Town</b>	Vitoria-Gasteiz
<b>Province</b>	Álava
<b>Web page</b>	<a href="http://www.odei.es">http://www.odei.es</a>
<b>Email</b>	<a href="mailto:amaias@odei.es">amaias@odei.es</a>
<b>Customer</b>	Instituto Vasco de Estadística-EUSTAT/Gobierno Vasco
<b>Country</b>	Spain
<b>Start date</b>	12/2003
<b>End date</b>	03/2013

## Open Data and Big Data Observatories and Information Systems for Basque Public Administrations

Solutions developed and implemented in the field of Open Data and Big Data:

- Information system for online publishing of statistics from the Basque Youth Observatory.
- Information system for online publishing of statistics from the Basque Observatory of Culture.
- Transport information system for the Basque Country Transport Observatory.
- EUSTAT statistics database.



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<b>zip code</b>	01004
<b>Town</b>	Vitoria-Gasteiz
<b>Province</b>	Álava
<b>Web page</b>	<a href="http://www.odei.es">http://www.odei.es</a>
<b>Email</b>	<a href="mailto:amaias@odei.es">amaias@odei.es</a>
<b>Customer</b>	EJIE (Sociedad Informática del Gobierno Vasco)
<b>Country</b>	Spain
<b>Start date</b>	02/2001
<b>End date</b>	10/2012

## Information System of the Official Bulletin of the Basque Country

The Information System of the Official Bulletin of the Basque Country (BOPV):

- Provides access to the archives of all published bulletins through a calendar graphic on all screens.
- Offers a subscription service for selected daily alerts by e-mail and SMS.
- Displays on the BOPV website any summary and/or regulation of an online bulletin.
- Standardises the contents of the regulations into subject categories to facilitate information searches.



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<b>Province</b>	Álava
<b>Web page</b>	<a href="http://www.odei.es">http://www.odei.es</a>
<b>Email</b>	<a href="mailto:amaias@odei.es">amaias@odei.es</a>
<b>Customer</b>	Agencia Vasca de Protección de Datos/ Ayuntamiento de Vitoria-Gasteiz
<b>Country</b>	Spain
<b>Start date</b>	03/2009
<b>End date</b>	06/2013

## Record Processing and Management System

Solutions developed and implemented in the field of record processing and management:

- Records Management System for the Department of Legal Affairs of the Basque Data Protection Agency.
- Records Management System for Environmental licenses for Vitoria-Gasteiz City Council.





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<b>Company</b>	Indra
<b>Address</b>	Ribera de Axpe, 11 - Bloques D1 y D2
<b>zip code</b>	48950
<b>Town</b>	Erandio
<b>Province</b>	Vizcaya
<b>Web page</b>	<a href="http://www.indracompany.com">http://www.indracompany.com</a>
<b>Email</b>	abernalg@indra.es
<b>Customer</b>	Servicio Vasco de Empleo-Lanbide
<b>Country</b>	Spain
<b>Start date</b>	01/05/2012
<b>End date</b>	01/09/2013

## Basic Income Management Interoperability

Interoperability with other Administrations



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<b>zip code</b>	48950
<b>Town</b>	Erandio
<b>Province</b>	Vizcaya
<b>Web page</b>	<a href="http://www.indracompany.com">http://www.indracompany.com</a>
<b>Email</b>	abernalg@indra.es
<b>Customer</b>	Oficina de Normalización Previsional
<b>Country</b>	Peru
<b>Start date</b>	01/11/2013
<b>End date</b>	01/12/2016

## e-Government/AMARA

Reengineering and process automation



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<b>Province</b>	Vizcaya
<b>Web page</b>	<a href="http://www.indracompany.com">http://www.indracompany.com</a>
<b>Email</b>	abernalg@indra.es
<b>Customer</b>	IZFE. Diputación Foral de Guipúzcoa
<b>Country</b>	Spain
<b>Start date</b>	01/06/2003
<b>End date</b>	01/09/2009

## e-Government/Electronic Record

Design and development of a Management Model for Electronic Records (MGDEE) to ensure compliance by the DFG with Law 11/2007. Design of a model consistent with the "family" of ISO standards on document management led by standard UNE ISO 15489. Definition of policies, criteria and procedures that will endorse the actions of the DFG regarding Electronic Records. Establishment of the necessary protocols for the progressive replacement of paper records by electronic records, progressively minimising the existence of parallel circuits



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<b>Town</b>	Erandio
<b>Province</b>	Vizcaya
<b>Web page</b>	<a href="http://www.indracompany.com">http://www.indracompany.com</a>
<b>Email</b>	abernalg@indra.es
<b>Customer</b>	Gobierno de Navarra
<b>Country</b>	Spain
<b>Start date</b>	01/11/2011
<b>End date</b>	Actualidad

## AMARA

Modernisation of the Government of Navarra's procedures and horizontal registration tool, through the implementation of the AMARA platform for in-person and telematic registration, for use by civil servants, both for serving citizens and communication between different Ministries



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<b>Province</b>	Vizcaya
<b>Web page</b>	<a href="http://www.indracompany.com">http://www.indracompany.com</a>
<b>Email</b>	abernalg@indra.es
<b>Customer</b>	Diputación Foral de Álava
<b>Country</b>	Spain
<b>Start date</b>	01/06/2009
<b>End date</b>	01/12/2013

## AMARA

Design, development and implementation of an e-Government platform, enabling Álava Provincial Council not only to comply with Law 11/2007 but also to improve the quality, effectiveness, efficiency and security of the services it provides for citizens



Ikusi

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<b>Sub-area</b>	<b>GOVERNANCE (OPEN GOVERNMENT/OPEN DATA, CITIZEN PARTICIPATION, INTEROPERABILITY, PUBLIC SERVICES MANAGEMENT)</b>
<b>Company</b>	Ikusi
<b>Address</b>	Paseo Miramón, 170
<b>zip code</b>	20009
<b>Town</b>	Donostia-San Sebastián
<b>Province</b>	Guipúzcoa
<b>Web page</b>	<a href="http://www.ikusi.com">http://www.ikusi.com</a>
<b>Email</b>	<a href="mailto:ikusi@ikusi.com">ikusi@ikusi.com</a>
<b>Customer</b>	Servicio de Administración Tributaria (SAT)
<b>Country</b>	Mexico
<b>Start date</b>	2009
<b>End date</b>	2010

## Federal Taxes Fundraising and Administration Service for Mexican Government

The Tax Administration Service (SAT) needed to increase its information processing and storage capacity. This service carries out more than 1 million transactions every day. Ikusi set up a data centre with the latest technology and reengineered the WAN communications network and user data service to optimise network use, increasing the security level of communications. The project includes technology components for communications networks and data centre security, as well as the management, support and preventive maintenance services – corrective, performance and validation of tests, management and monitoring, as required by this technology solution