Success story: How to automate government management with website and application improvements

REPÚBLICA DE PANAMÁ
— GOBIERNO NACIONAL —

Rootstack's expertise and professionalism have been key when implementing technological solutions to government institutions

How to modernize government management by applying technology

In today's world, where much of the day-to-day tasks and activities are automated, government institutions should not be left behind in the past. In this sense, **Rootstack** plays a fundamental role, since it offers its clients a team of **highly qualified and experienced developers** and technicians, to seriously and responsibly attend to any requirement, regardless of the area or industry.

Our solutions

These are just some of the government projects that we have until the first quarter of 2021, collaborating with more than 25 **Panamanian government entities** that have placed their trust in **Rootstack**, with the guarantee that we offer an optimal service with high quality standards, whatever the nature of the client.

CMS and websites

Panama Transit and the Land Transportation Authority (ATTT)

Rootstack intervened in the modernization of the management of this client by creating a new **website**, with various functionalities that adjust to the current needs of its users. Now, from the website, they can not only review recent news about land transport or its regulations, but they can also check the status of their procedures, as well as request information about them.

At a technical level, the ATTT website was migrated to a modern platform managed by **Drupal** 7, through which all the tasks and actions of the website, of the users, as well as the

management of the institution can be coordinated. You can view the tickets, ticket history, vehicles and current audiences, as well as monitor the questions and comments that users have left in the information capture form.
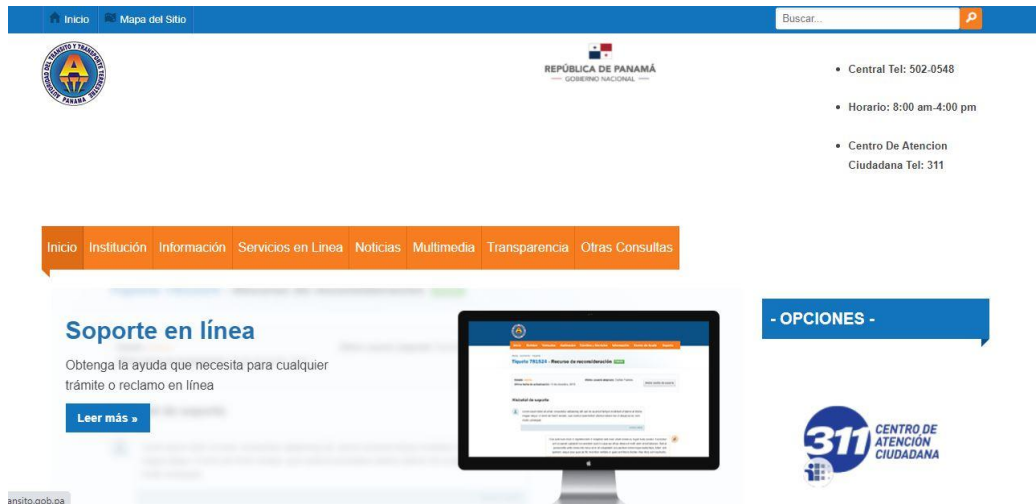
In this case, a **software consultancy** was offered first, and then began to work on the graphic design of the site, moving on to the development of the web page and ending with the induction of the personnel who would administer this new website.

Panama tramita plataform

The **automation of government management** is increasingly palpable, through websites such as "Panama tramita", which makes available to users a large number of procedures online, so that they can request any type of document or carry out any type of registration from the internet, without having to leave home or go to an office. This type of system improves the user experience, minimizes waiting times for each procedure and injects speed into all the procedures of government institutions.

This platform was developed with **Drupal** 8 and offers a simple and friendly interface, easy to use by users who must manage the site. Each of the institutions gathered on this site have access to a dashboard to coordinate their own services and requirements, also having the option of moderating the content that is generated on the same website.

Colon Free Zone

One of the main needs of this institution was to have a modern and updated website, loaded with all the information regarding investments in Panama and everything inherent to business in the country. With the advice of **Rootstack**, it was possible to create a portal with outstanding interactive content, with an intuitive design that facilitates user navigation within the portal, being able to easily find the most important information on the site.
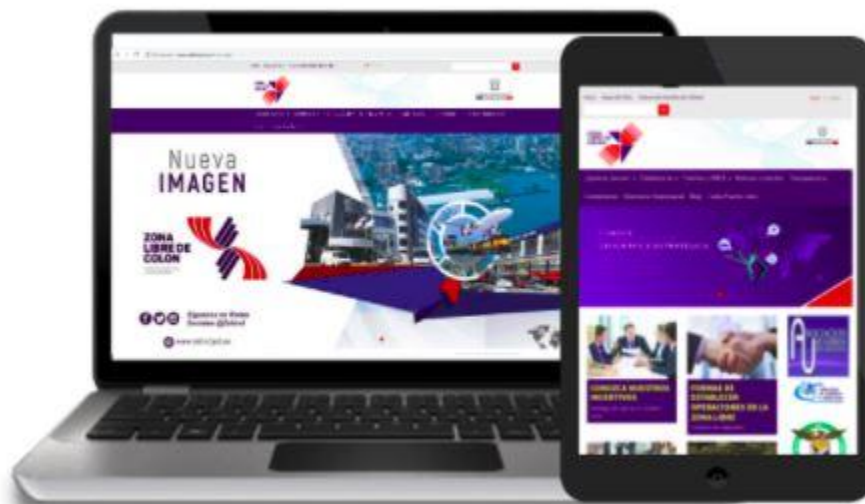
It is a **responsive web page**, which can be perfectly displayed on both computers and electronic devices, whether cell phones or tablets. Another useful and important point is that it offers the user an information center by industry, grouping the companies branch by branch that are in the free zone.

Ministry of Health of Panama (Minsa)

With the advice of **Rootstack**, this institution was able to completely **revamp its website**, leaving in the past the obsolete and difficult-to-use platform that they previously had. The structure of the page was completely renewed, according to the client's needs, better classifying

the information available on the portal and facilitating user navigation. In addition, the entire project met the requirements of the Government Innovation Authority, even adding a comment moderation system that can be monitored by the site administrator.

My Bus

Now access to information on public transport routes and schedules in Panama is much easier, through the website developed for the institution by **Rootstack**.

Through this portal, users can easily review any type of data on transportation in the country, leaving in the past any type of confusion regarding routes. This website integrates with external

platforms to provide information via API and uses Elementor to manage the home page of the site.

Organization automation and web applications

National Migration Service of Panama

The management and processes of this institution could be automated and optimized through the implementation of a **service desk**, in order to integrate the operations of the different departments that are part of Migration and streamline all procedures. Rootstack assisted in developing and configuring the OTRS software for the institution's help desk.

To implement this new platform, first, the personnel of the different departments were interviewed to evaluate the requirements they had and verify their work flow. Then the OTRS software was installed, the flows by department were validated, then these flows were implemented and, finally, the staff were trained on the use of this tool.

Superintendency of Banks of Panama

The volume of data that banking institutions process is considerably high, so reporting management can often be an uphill task. In this scenario, **Rootstack** made possible the automation of the management of the reports of the Superintendency of Banks of Panama, through the structuring, design and **development of a web application**, using Drupal, not only

for this institution in Panama, but also in Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua and the Dominican Republic.

In this way, the financial reporting area of the Superintendencies of Central American banks could be standardized, making the management and exchange of data and information much more immediate.

Superintendency of Insurance and Reinsurance of Panama

In this increasingly automated reality, offering immediate attention to the public is essential by government institutions. That is why, for the Superintendency of Insurance and Reinsurance of Panama, the implementation of a **chatbot** on its website was necessary and useful, with the aim of facilitating user communication with the institution.

There are numerous **technological solutions** that **Rootstack** can offer to government institutions to automate their management and processes, streamlining tasks and optimizing their service to users. With more than **10 years of experience**, we can guarantee a service and technical support of the highest level, with the ability to adapt to each of our clients' requirements.