

# 3.2

## Digital transformation in the company

Today, the digital transformation is present in our work, in our companies and in our lives. The new demands are giving rise to specific resource and knowledge needs in emerging areas and in the field of disruptive technologies, which requires us, as an instrumental means created to serve the Ministry of Defence, to respond to this demand.

ISDEFE is committed to this change, which is why it has also designed and is developing its own Digital Transformation by implementing a Transformation Plan.

This plan includes the actions identified in the short, medium and long term to see through the aforementioned transformation, whose ultimate goal is to provide people with the necessary capacities to face current and future management needs, ensure the interoperability of systems and create a technological environment that allows the staff of Isdefe to carry out their activity in any physical setting.



## ■ Digital transformation in the company

During this period, Isdefe's **Strategic Digital Transformation Plan (PTD)** for 2022-2025 has been defined under the strategic objective "Company Management". The purpose is to further the Digital Transformation through an effective and interoperable technological infrastructure with agile and efficient processes while protecting critical information at the Company, and to develop a digital acquisition strategy and a flexible and adaptable work environment in keeping with its function as an in-house service provider.

The development of the Digital Transformation:

- » Improves competitiveness.
- » Provides high value-added services in technological and strategic areas.
- » Positions the company as a benchmark in the Public Business Sector.

**The new PTD provides continuity to the actions included in the previous plan, and is structured into four groups of activities:**

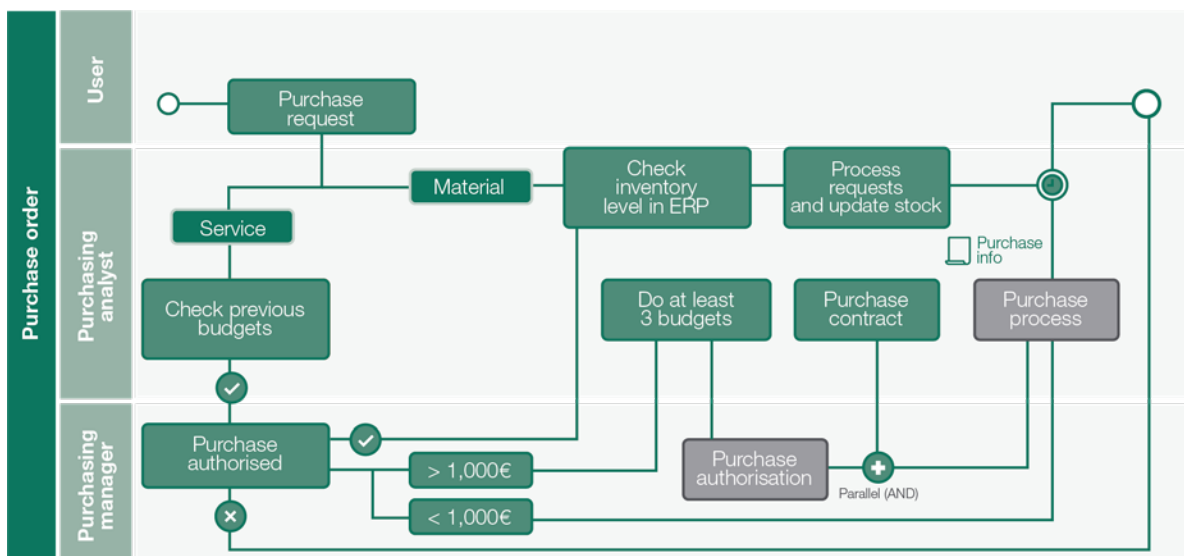
- » **Deployment of technological infrastructure.**  
Update and modernise the technological infrastructure to meet current and future management needs.
- » **Process analysis, simplification and automation.**  
Once the key processes at Isdefe have been mapped out, the objective is to have agile and efficient processes by automating those that are open to automation.
- » **Digital acquisition strategy.**  
Prepare a procedure to carry out the company's digital acquisitions.
- » **Digital Workplace.**  
Develop the objective to let all employees do their work from anywhere, with full connectivity and using the appropriate devices.

## Initiatives

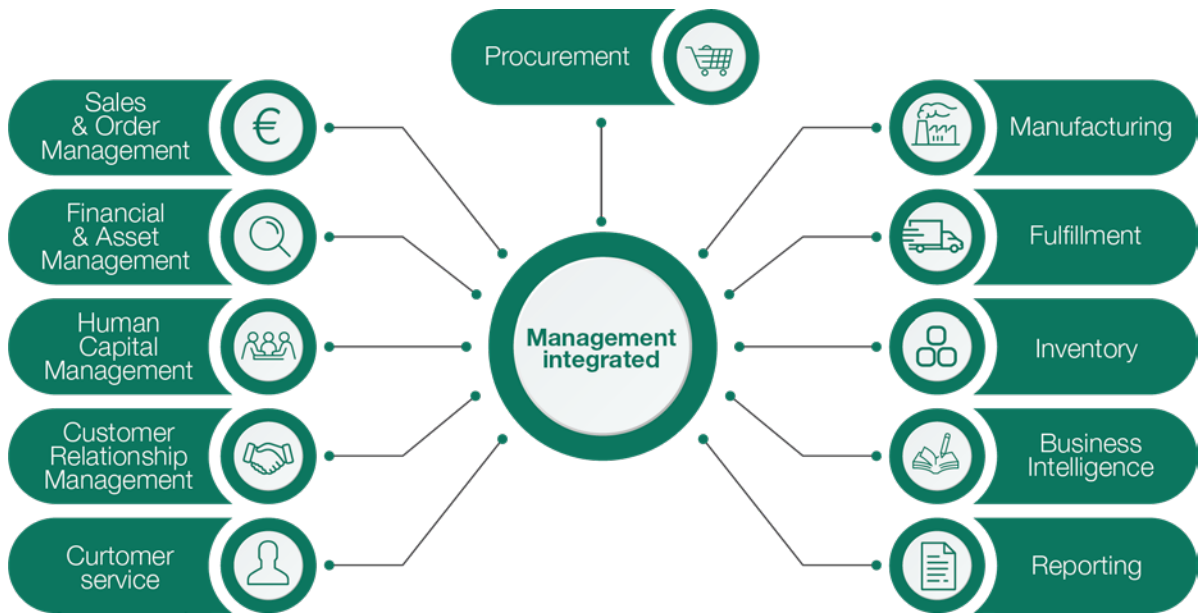
During the year 2021, the following initiatives were undertaken:

- » **Operation of the new service to settle employee expenses** through a mobile app.
- » Migration **to collaborative tools initiated** in order to create, access, and share documents and information in real time anytime, anywhere through the cloud.
- » **Migration of corporate mail to a new, modern, efficient and secure multi-device platform**, with large storage mailboxes and hosted on the web.

New, more effective, collaborative and mobile way of working in the company.



- » **Formal documentation of the processes** identified within each functional area through a unique methodology, for subsequent analysis, optimisation and automation, in order to constantly improve said processes.
- » **Improvement, optimisation and enhancement of the company's integrated management tool** (hours, billing, projects, etc.), eliminating manual operations and avoiding duplicate or contradictory data, automatically enhancing the performance of certain functions.



- » **Continued issuance of certificates to employees**, while extending the use of Electronic Signatures as a means to sign documents electronically.
- » **Change Management Framework**, in this context it is essential to encourage activities to properly inform and train employees; in short, to guide them in order to make the change easier and simpler. In 2021, a project was initiated to develop a methodology to optimise how the changes and initiatives that are undertaken are managed and reported.

