



## Case Study: The Ministry of Housing, Construction, and Sanitation of Peru

### The Overview

The Environment Office of the Peruvian Ministry of Housing minimizes the environmental footprint of the Ministry's housing and construction. This same office maintains a registry of companies contracted for large construction projects. The Peruvian government sought an automated workflow solution that centralized data and organized administrative processes.

### The Problem

The main issue was that the Peruvian government relied heavily on paper-intensive, manual solutions with this registry. Before ProcessMaker, registration was a manual process that stored information in Microsoft Excel spreadsheets. Time was wasted in determining the status of each registration application. The lack of automation and digitization made evaluating registration applications difficult and tedious.

In addition, an audit trail didn't exist to enforce filing requirements with applicants. The lack of reporting tools in place, along with access to centralized information, proved that evaluating the environmental performance of applicants was nearly impossible.

### The Solution

The Peruvian government chose ProcessMaker as an automated workflow platform to improve its processes by centralizing information from administrative activities. ProcessMaker's robust integration capabilities allow the Peruvian government to build workflows that connect their point solutions together on one platform.

### The Value Created

A major benefit to the registration process after implementing ProcessMaker was how applications were started. Statistical data from the initial registration process was gathered and stored in a central repository using ProcessMaker. The information could then be automatically pulled and generated to evaluate applications' statuses.



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y Saneamiento

The Ministry of Housing, Construction, and Sanitation of Peru automated the contractor registration process by centralizing data and administration activities using ProcessMaker.

**Industry:** Government

**Country:** Peru

### The Results

- Created a fully automated contractor registration process
- Enhanced communication between stakeholders through email integration
- Increased the quality of service around approval applications
- Replaced Excel spreadsheets with centralized administration of data
- Decreased the time required to evaluate applications

In addition, integration with email systems improved the distribution of application status information. ProcessMaker would automatically send email notices based on the time needed for different tasks in the registration process. These notices now go to the Head of the Office showing that an application may have lapsed, reducing the likelihood that an application falls through the cracks. To kick off the application process, applicants are sent their login information to access the Housing Ministry's portal. Applicants would also refer to this login to check the status of their applications.

Today, the Ministry of Housing, Construction, and Sanitation of Peru is a fully automated government department. The Ministry automated contractor employee registration, increasing the overall transparency and efficiency of its administrative processes. As a result of automation, the government department reduced its human errors, improved departmental communication, and created greater data integrity throughout its business processes. The result is now a digitally transformed Ministry with streamlined administrative activity and data centralization.

### About The Ministry of Housing, Construction, and Sanitation of Peru

The Ministry of Housing, Construction, and Sanitation of Peru is the government ministry responsible for housing materials and construction, as well as the water supply. The Ministry designs promote, and executes the sectoral policy, contributing to the sustainable territorial development of the country. It aims to primarily benefit the population with fewer resources.

### About ProcessMaker

ProcessMaker is a low-code BPM and workflow software. ProcessMaker makes it easy for business analysts to collaborate with IT to automate complex business processes connecting people and existing company systems. Headquartered in Durham, North Carolina in the United States, ProcessMaker has a partner network spread across 35 countries on five continents. Hundreds of commercial customers, including many Fortune 100 companies, rely on ProcessMaker to digitally transform their core business processes enabling faster decision making, improved compliance, and better performance.



### Implementation Time

45 days

### Users

10

*"We are quite satisfied with ProcessMaker. We have tightened controls and cut back on processing time for each registry and publication application. Finally, we can make the data specifically related to currently registered companies available so we can draw up environmental impact studies in the housing sector."*

*— William Anaya, Head of UPENMinistry of Housing, Construction, and Sanitation*