



# CREATIO IS CONTRIBUTING TO THE GOVERNMENT OF ISRAEL IN ITS MISSION TO CONNECT THE COUNTRY

## ISRAELI GOVERNMENT STRATEGIC MISSION

The development of the transport sector is fundamental to every country's social and economic growth. A robust transportation infrastructure makes a range of services accessible.

Following its strategic objective to improve the quality of life for commuters and the overall efficiency of mass transit, the Government of Israel entrusted the Ministry of Transportation (MOT) with the mission to connect the country with a modern network for faster and more efficient interurban roads and railroad tracks. To achieve this goal, the Ministry required a digital platform that would ensure coordination between the infrastructure companies.

## WHAT DOES IT TAKE TO BUILD A ROAD? MATERIALS, RESOURCES ... AND CREATIO PLATFORM

Building a transportation network implies the involvement of many related entities, while successful project execution requires proper coordination between them. Every new project at MOT goes through multiple approval stages, as several factors can stand in the way of project implementation. Prior to building a road, the construction company has to make sure the chosen territory is available and safe, and the construction process is not interfering with other developments. Once this has been ascertained, the proposal is sent for consideration and approval to other organizations like the Israel Water Company or the Israel Electric Corporation.

During the initial stages of the new MOT project, the numerous, misaligned information systems used by these companies were further exasperated by a cumbersome and inefficient coordination process performed manually. Thus, the government was in a search of a unified, data-driven process management tool that would ensure successful project orchestration. MOT instructed Israel's National Road Company (INRC) to do the market research and execute a rapid bidding process. Having explored what the market has to offer, INRC was certain that Creatio's low-code platform with the ability to create complex business processes at ease would be a perfect fit for them.

## NATIONAL INFRASTRUCTURE COORDINATION SYSTEM ESTABLISHMENT

The system implementation was managed by Creatio's partner in Israel, Proceed. Within the Creatio platform, Proceed designed The National Infrastructure Coordination System, keen to meet the need for digital coordination between companies. The project began in March this year, was recently launched, and further development and scaling will be done over the next three years.



"Creatio is suitable for the infrastructure coordination project because it has powerful tools, which come right out of the box. These are tools, such as a sophisticated automated process engine, along with advanced CRM capabilities. Moreover, Creatio is a flexible low-code development platform that enables fast automation of any business idea."

- **OREN DIGA, Proceed**

Utilizing a single platform for managing infrastructure projects simplified the process immensely and brought visibility to all the development stages. Thanks to the seamless integration with Israel's mapping services, the system gives the ability to check the interests of other companies in the chosen area and automatically creates a list of necessary documents for each and every company that influences the process. Once the documents are filled out, the system sends the request to these engaged entities in order to receive the required approvals. Alongside this, Creatio provides documentation of multi-channel communication — email, phone, tasks, internal chat — between companies and functionaries. To maintain a high level of information security in the governmental company, two-factor authentication was developed for Creatio users.

"The decision of the Israeli government to choose Creatio to establish a national system for coordinating infrastructure works was the right decision at the right time. Undoubtedly, it will contribute to executing complex process in a digital way rapidly. Ultimately, all levels from government to citizens will benefit from the products of infrastructure works that are managed efficiently and done quickly."

- **Nir Ron, Product Manager**

## MEETING THE NEED FOR DIGITALIZATION

Digital coordination achieved with the help of the Creatio platform is going to smoothen communication tactics between the various infrastructure companies, reduce glitches and save a lot of time previously required for manual process execution. Moreover, the infrastructure coordination system will provide the government authorities with transparency, control and supervision of all the ongoing projects allowing to identify bottlenecks in the processes and ensure a high level of efficiency.



"Implementing such a system meets a strong need of digitization and a more transparent process. Creatio's system implementation in a full cloud configuration, SaaS, was implemented using Agile methodologies, which enabled us going live in a matter of a few months with effective MVP."

- **Ilona Brotman, Director of Information Systems**