



# Project for the Transformation of the Human Resources and Talent Management System of the Madrid City Council

***USING IA FOR THE HUMAN RESOURCES***







# ORIGIN OF THE PROJECT AND OBJECTIVES



**Strategic objective 1.** Digital services for people

**Strategic axis 1.** Better digital administration with public employees as protagonists

**Programme 1.** Personalised personal care services for people



## Target

To briefly review the main improvements undertaken within the framework of the Project for the Transformation of the Internal Management Systems of Madrid City Council in the field of HR management, the main **aims** of which have been:



## Simplification / Efficiency

Achieving simplification and efficiency in internal management processes.



## Transparency

Making processes transparent by bringing them closer to the employee and, in certain aspects, to the citizen.



## Shortening Deadlines / Costs

Associated with the review of processes, the study of synergies and the simplification of steps, the aim is to reduce time and costs.



## 02. USING GENERATIVE AI COBORG - IDP





# Introducing Coborg™: The Cognitive Brain of Your Organization

## What is Coborg™?

A proprietary framework by Inetum that transforms Data & AI into a **trusted, scalable, and human-centred** nervous system for enterprise transformation. It combines:

- **Strategic vision**
- **Structured methodology**
- **Modular software architecture**

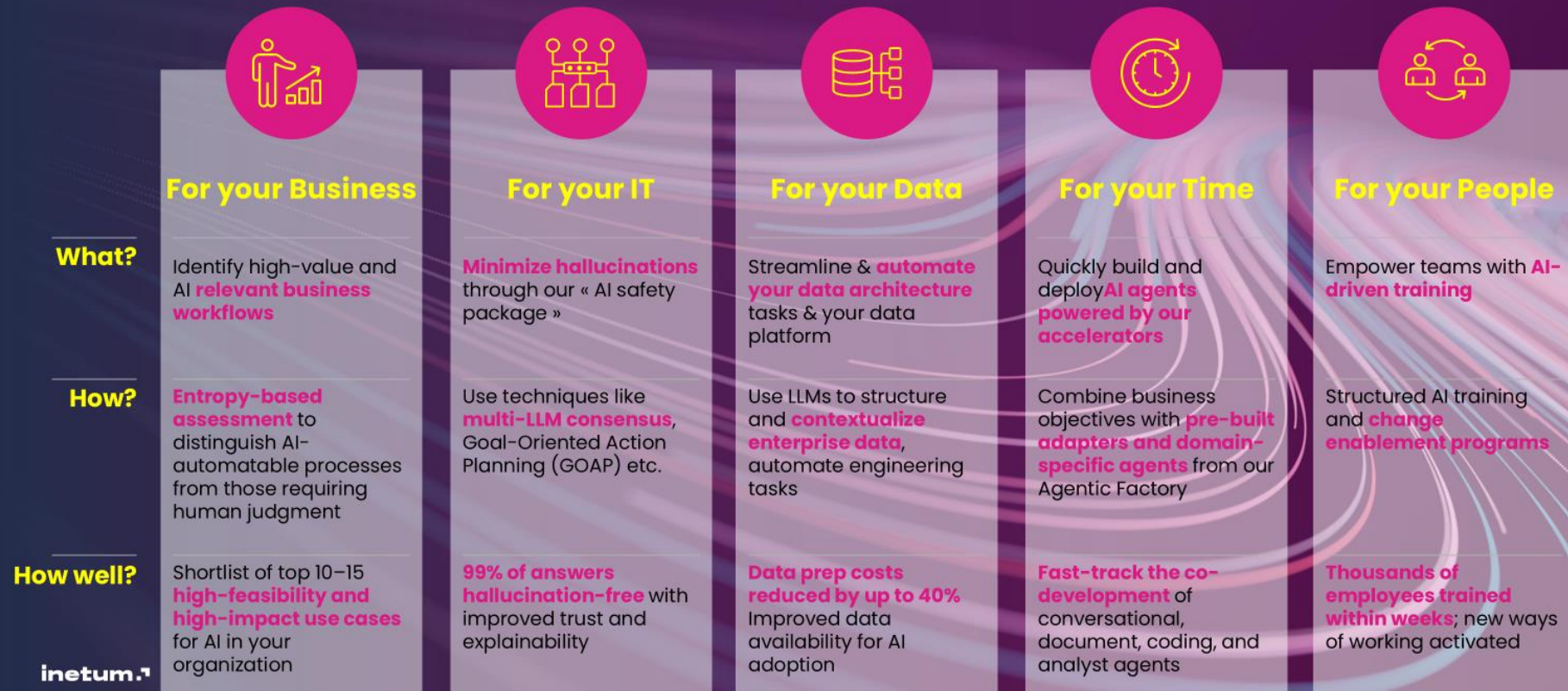
## Why Coborg™ Matters:

- Enables **real business impact** from AI.
- **Bridges the gap** between technology and transformation.
- **Built to scale** across people, data, workflows, and governance.

Coborg™ is a system for enterprise intelligence.



# Our integrated approach to help you derive value from deploying AI at scale



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## IDP operation | efficiency and control



## IDP use cases | Government – Public Sector



AI AGENTS designed to streamline document processes in the Public sector through IDP



### Citizens Onboarding

*Analysis of documentation required from customers for loyalty*



### Hiring Staff

*Review CVs and analyze if they fit with the requirements*



### Questions & Claims

*Analysis and routing of client questions and documentation*

*Satisfaction surveys*



### Identification data IDs - Passports

*Citizens KYC  
Digitization, extraction and validation of identity data*



### Transport Documents

*Transport document, packing list, Certificate of origin, Shipment inspection certificate*



### Contract Management

*Check automatically the Service Level Agreements, the Deadlines, the detail technical information.*

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**Intelligent analysis and categorization of CVs, request of subsidiaries or contracts.**

**Accurate extraction of detailed data**

**Detection of anomalies in CVs, IDs or documents**

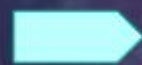
**Automated orchestration of document flows between different departments**



## Intelligent document automation | made real



GenAI IDP platform



**24**

CLIENTS  
(by sep-25)



**+40**

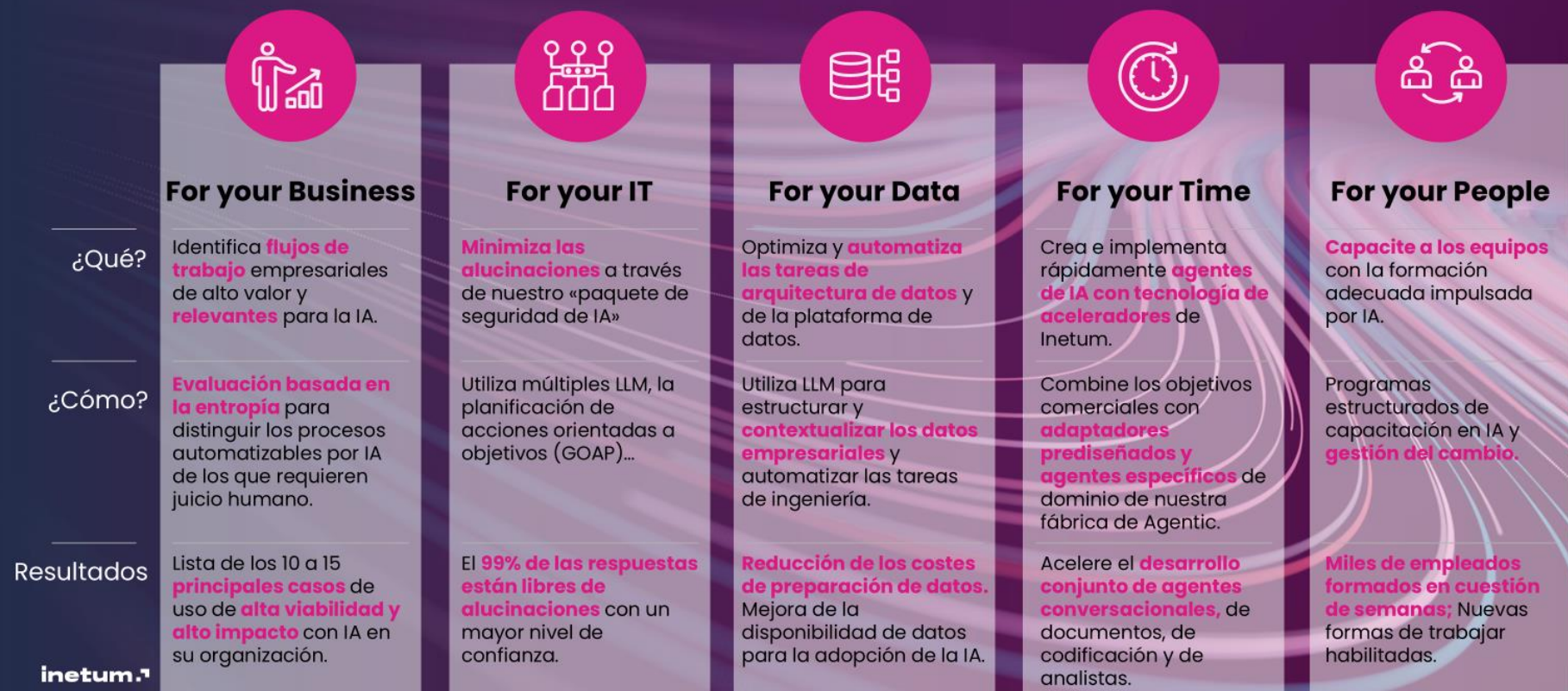
MILLIONS  
of  
DOCUMENTS

inetum.™



01. Introduciendo el Framework Coborg™

# Contamos con un enfoque completo para obtener el máximo valor de la implementación de la IA a escala global



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03.

## FUTURE PUBLIC SECTOR TRANSFORMATION







## Hiring of external staff for supporting

Collection and validation of the documentation required by HR for the hiring of external personnel.

Analysis of **official documents from contracted** and subcontracted companies (social security certificates, tax agency, identification documents, etc.), workers, and machinery.

Date checks are performed to verify they are current and that **hiring criteria** are met.



+10 document  
types



Business  
integration

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## Questions & Claims

Analysis of information from citizens complaints submitted physically or online and received by the Attention Department.

This is a highly complex process given that many documents are **handwritten**, may have different formats and templates, and may be available in different languages.

Complaint types are classified and identified, and relevant data is extracted for processing and responding to the customer.



+20 fields  
extracted and  
analyzed



Business  
integration



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## Contract management

Management of supplier contracts for supplying services or products.

Analysis and **classification** of contracts and extraction of relevant information for submission to the responsible management department.

Analysis deadlines, **SLAs**, level of completeness. Automatic classification and redirect to right department.



Supplier contracts



Business  
integration



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## Customer IDs (Kyc)

Capture of customer identification data (Kyc: Know your Customer)) obtained from ID documents in commercial, financing, and loyalty processes.

Information is extracted from multiple types of IDs, both national and resident.

Particularly useful for processing applications for **competitive examinations** (ID, academic qualifications, certificates, etc.) as well as for **public subsidies** (family unit, passports, handwritten applications, deeds, etc.).



+12 fields for  
customer  
identification



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# USING IA FOR THE HUMAN RESOURCES

## Proyectos más destacados en el ámbito de la Gestión de Recursos Humanos



Desde 2022

### Desconcentración y Digitalización de los Procesos de Provisión Interna

	CO	LD
Expedientes electrónicos	416	499
Documentos electrónicos	13.010	8.360
Puestos ofertados	3872	
Solicitudes electrónicas	15210	
Número Usuarios	514	



- Agilidad y transparencia en los procesos
- Robustez del proceso mediante la implementación de controles y avisos
- Digitalización de las comunicaciones y documentos (Portafirmas/Archivo Electrónico/Registro/LIRE)
- Eficiencia y ahorro

### Automatización de la Gestión de los Procesos Selectivos

	Ordinarias	Estabilización	Total
Convocatorias electrónicas desde 2022	100	141	241
Puestos Ofertados	5.361	3.246	8.607
Solicitudes electrónicas (SFSYP/SECAR)	38.148	38.422	76.570



- Agilidad y transparencia en los procesos.
- Integración con aplicativos web (SFSYP/SECAR).
- Eficiencia y ahorro

### Automatización de la Gestión y Comunicación de Horas Sindicales

	Nº
Número de usuarios	56
Representantes prevención, unitarios, sindicales	716
Meses de comunicaciones automatizadas	21



- Automatización de procesos previos manuales / ofimáticos.
- Integración con datos Personal, RPT, Elecciones Sindicales, ARCHE.
- Robustez del proceso mediante la implementación de controles/avisos en el crédito horario.
- Eficiencia y ahorro

MADRID

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Angel Juan  
Fernández Bueno

Mis Datos Provisión

Consulta de documentos registrales



Informe de carrera administrativa



Datos personales del empleado



Provisión

Solicitud de puestos



Bandeja solicitudes

