

# FUE (One Stop Shop)

Personalised, proactive, digital services for  
businesses and professionals in Catalonia

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# Background: About Catalonia



**7.747.709** Population



**9,91 %** Unemployment



**+2.7 %** GDP



**+3,1 %** IPC

**+/- 316.000**

Civil servants and employees from all administrations

Font: Idescat

# Background: About Catalonia

## The Catalan economy

**641.000** Companies with workplace (2022)



**94.4%** of companies with fewer than 10 workers and more than half have no employees



Industry is the sector with the highest proportion of large companies



Font: Idescat

Establishments	730,346
Industry	42,193
Construction	85,657
Services	602,496

# Background: About Catalonia

*Opening a business in Catalonia was a long and complicated process*

## Three levels of Public administration:

- State (Administración General del Estado)
- Regional (Generalitat de Catalunya)
- Local (city council)

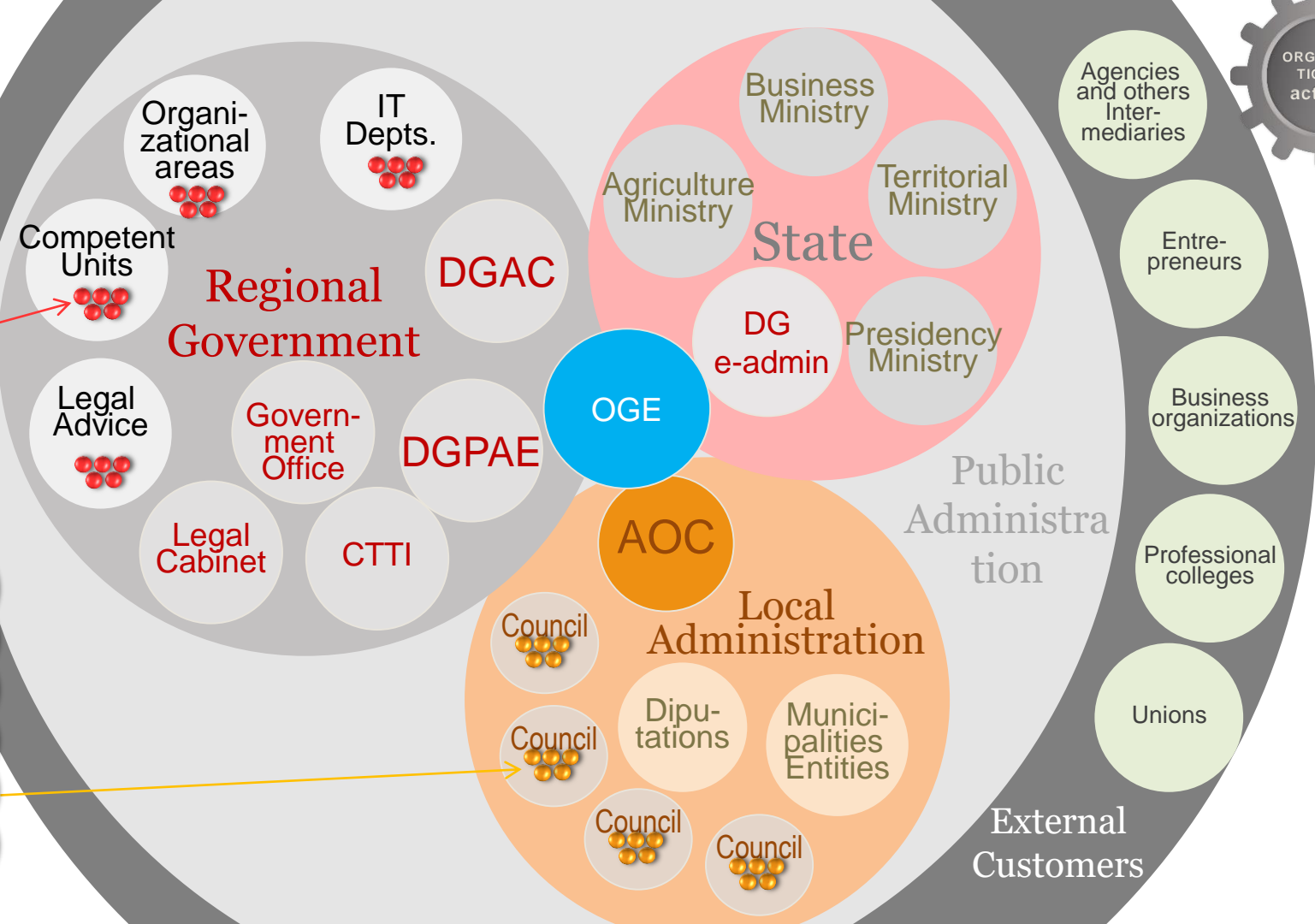
## Specific incidence level management on business:

- Constitution law, taxes → State
- Activity approval → Regional
- Workplace approval → Local



# OSS stakeholders

- Culture
- Agriculture
- Fire
- Presidency
- Territory
- Business
- Health
- Agriculture
- Fire
- Security
- Health
- Business
- Town planning



# WHAT HAVE WE DONE SO FAR?

1. Implementing the One Stop Shop
2. Involve all Catalan administrations
3. Data-driven digital services. IT tools

# WHAT HAVE WE DONE SO FAR?

## Action

### 1. Implementing the One Stop Shop





**Business is in  
the center**

***FUE/OSS:***

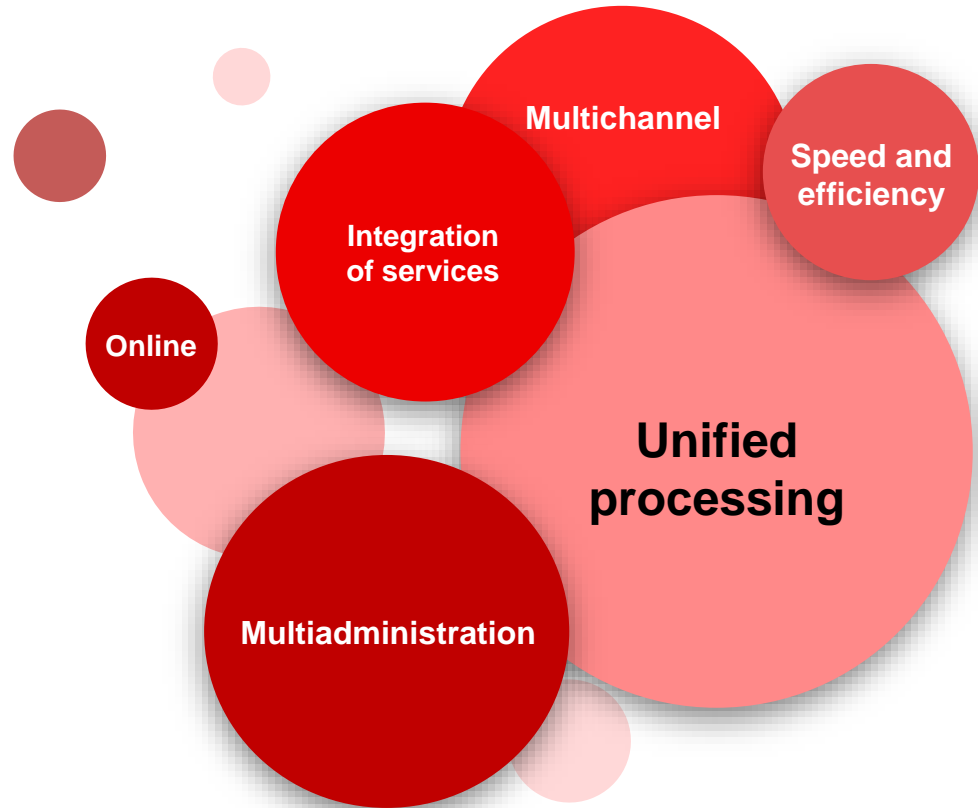
*The only reference point  
for entrepreneurs,  
business and  
intermediaries in their  
relationship with the  
Administration.*



# The One Stop Shop... **for the entrepreneur**



**Finestreta  
Única Empresarial**



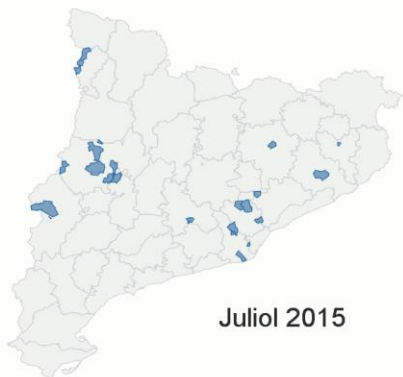


## Finestreta Única Empresarial

The OSS has pursued a transformation in the model of company relations with the administration to make it simple, digital and trustworthy (implementation of responsible declarations). To make this change possible, since 2011 we have been promoting, with the OSS Plans, a transformation that involves Catalan public administrations at three levels: LEGAL, ORGANISATIONAL AND TECHNOLOGICAL, with actions at all three levels that need to advance in a coordinated and simultaneous way.













# Implementation of OSS in the territory



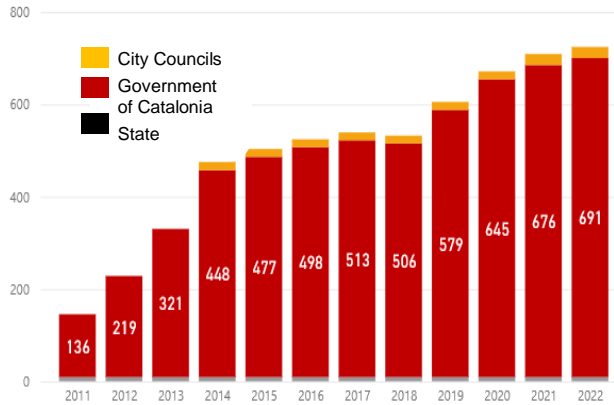
May 2022	City Councils	Inhabitants
<b>OSS</b>	<b>942</b>	<b>7.606.227</b>
<b>In progress</b>	<b>1</b>	<b>11.298</b>
<b>No OSS</b>	<b>4</b>	<b>30.581</b>

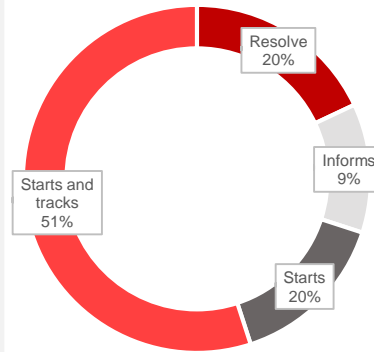
<p>1%  </p> <p>98% </p> <p>1%  </p>	<p>1%  </p> <p>98% </p> <p>1%  </p>
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With the incorporation of **Barcelona's** city council in the first quarter of 2022, the OSS already provides services to practically the entire population of Catalonia.

## Catalog of procedures available at the OSS



## OGE's levels of services



## Files entered from Canal Empresa

[Canal Empresa Statistics](#)

[Infographic summary of OGE's 2021 activity](#)

533.386

COVID aid for the self-employed

Mid 2021: 44,000 monthly transactions

Average 1st Term 2022: 53,000 monthly transactions

Average 2017 to February 2020: 24,500 monthly transactions

107.346

57.595

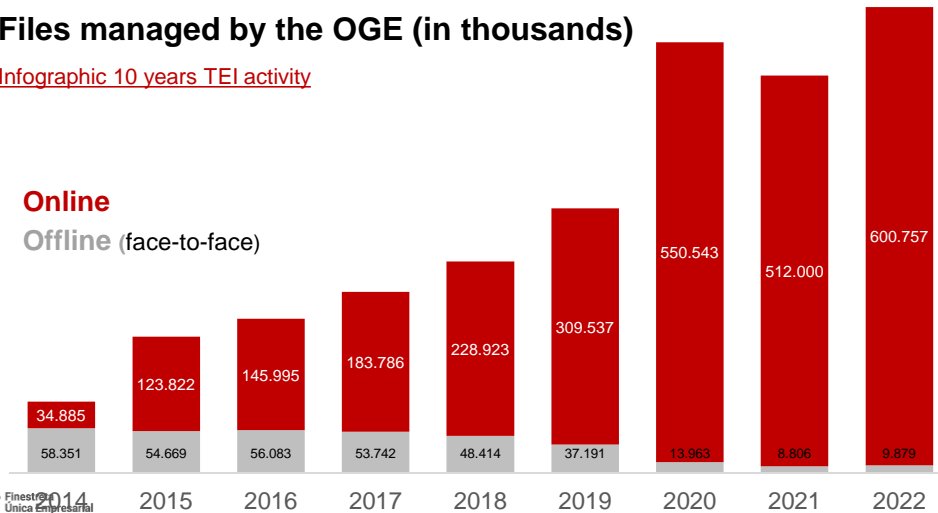
2019 2020 2021 2022

## Files managed by the OGE (in thousands)

[Infographic 10 years TEI activity](#)

Online

Offline (face-to-face)



# WHAT HAVE WE DONE SO FAR?

## Action

## 2. Involve all Catalan administrations

**Transforming the legal scope**

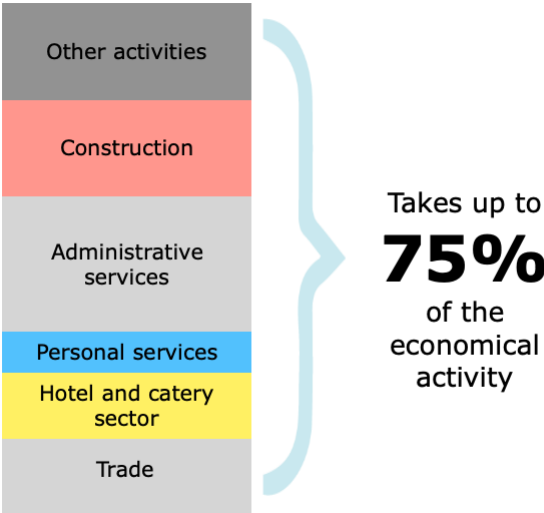


## Intense collaboration: design thinking, co-create services

- responsible organizations and collaborators
- Entrepreneurs, enterprises, intermediaries and other actors.



# Law 16/2015 of simplification



- Aimed at the entrepreneur
- The Simplification Law elevates the OSS to the country level, it goes from the Generalitat to the Catalonia level because it **incorporates and obliges the local administrations.**
- It **standardized the intervention regime** for activities with less risk, which are the most common, for all municipalities in Catalonia

**replaced by new law**



1

## The company **MUST CONTROL** his DATA:

- Only once principle
- Working with data instead of forms
- Achieving coherence: to standardize information and define a common language for all the players.

2

## Transparency:

- Offering enterprises all data we have
- Knowing in an easy way and multi-device which formalities they have done and to know the state of them in each moment.

3

## Offering new services

- Companies: proactive services based on analytic data.
- Intermediaries: managing roles of professional presenters



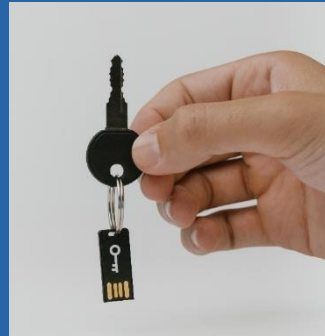


- **Law 18/2020**, of December 28, **on the facilitation of economic activity**
- **Decree 131/2022**, of July 5, **on the Regulation of the Law on the facilitation of economic activity**
  - It goes a **step further** in everything established by the previous law, standardizing the intervention regime for all activities that are not subject to a license by its own sectorial regulations (those with the greatest risk to people or the environment).
  - It introduces once only principle and **360° vision** for the company.
  - **Enables public administrations to use the data for the provision of proactive and personalized services to the holders of economic activities.**
  - For strategic business projects, it promotes general principles of action, reduction of deadlines, and inter-administrative coordination.
  - Regulates the figure of the authorized person

# WHAT HAVE WE DONE SO FAR?

## Action

### 3. Data-driven digital services. IT tools.



We offer digital, integrated, proactive, personalized and data-driven services



# IT SCOPE

## An Overview: What have we done so far?

### Canal Empresa

*The Business website*

The sole portal  
of OSS's procedures

### Private Area

- Integrate relations between companies and administrations.
- Carry out and follow all OSS procedures.
- Comprehensive view of the data, documentation and legal status of activities and establishments.
- Manage permits for representatives.
- Know the ex-post control actions.
- To receive information, warnings, and **other proactive services**.

### Directory of companies, establishments and register

Company data that the administration holds.

### Sole ID

unequivocal identification of a site where an economic activity is carried out over time, regardless of the administration that has registered it.

### Unified financing service

Guided Financing Search: find all the financing options in a personalised way

### Guided search of procedures

all the compulsory and optional formalities required to legalise an economic activity

### Unified processing

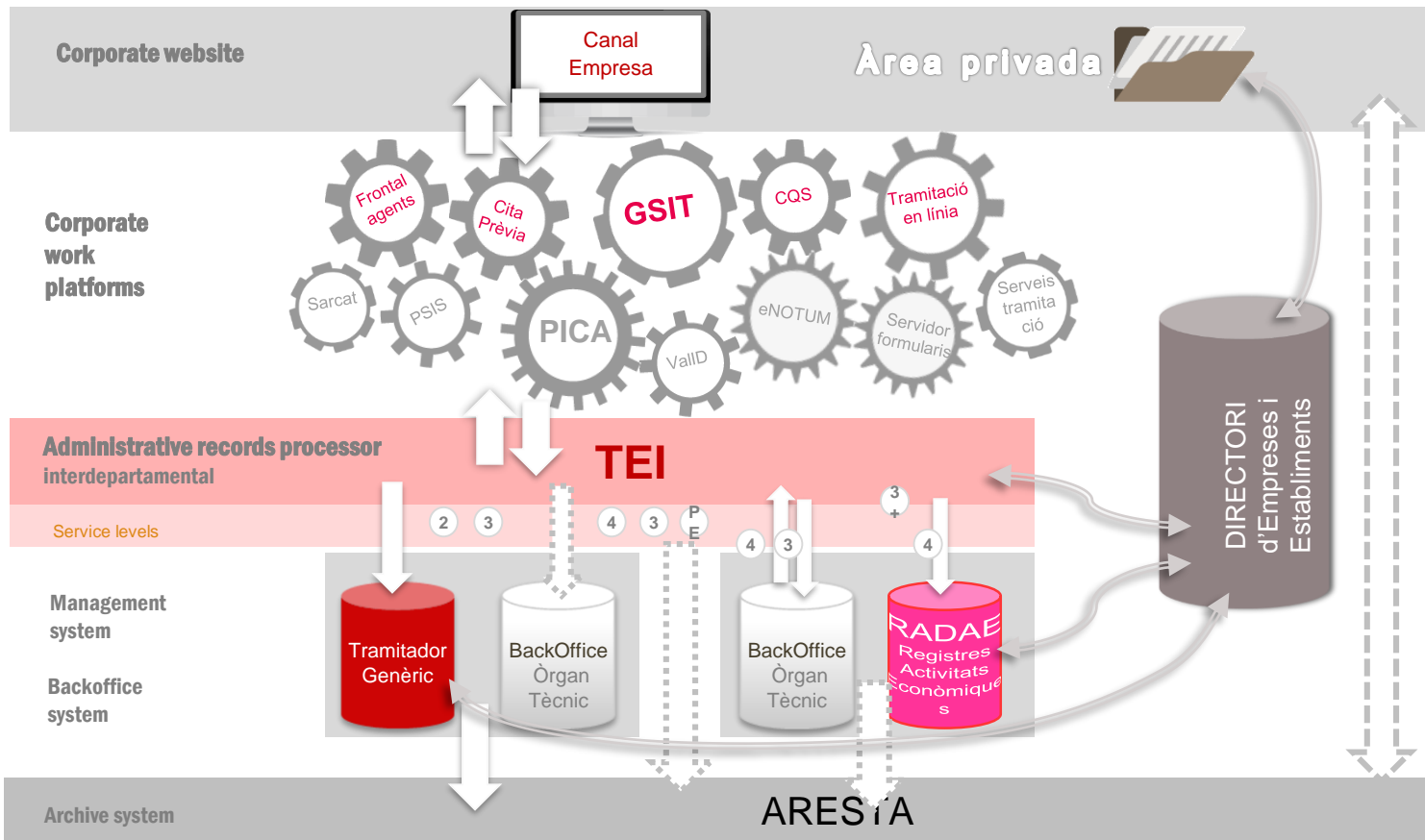
allows you to provide the data and documents related to your activity and your establishments only once and guarantees their quality and coherence.

### Intermediaries and representation

From the private area simple authorisation and representation mechanisms



# ict ecosystem



## OUR VISION OF FUTURE:

# WHAT IS NEXT?

- Extend work with data and unified processing
- Massive data-driven solutions (B2B)
- Chatbots and AI -> Linking them. Use data analytics to design services and AI algorithms to offer proactive service.
- Reduction of completion times for authorization regimes

# CONCLUSIONS

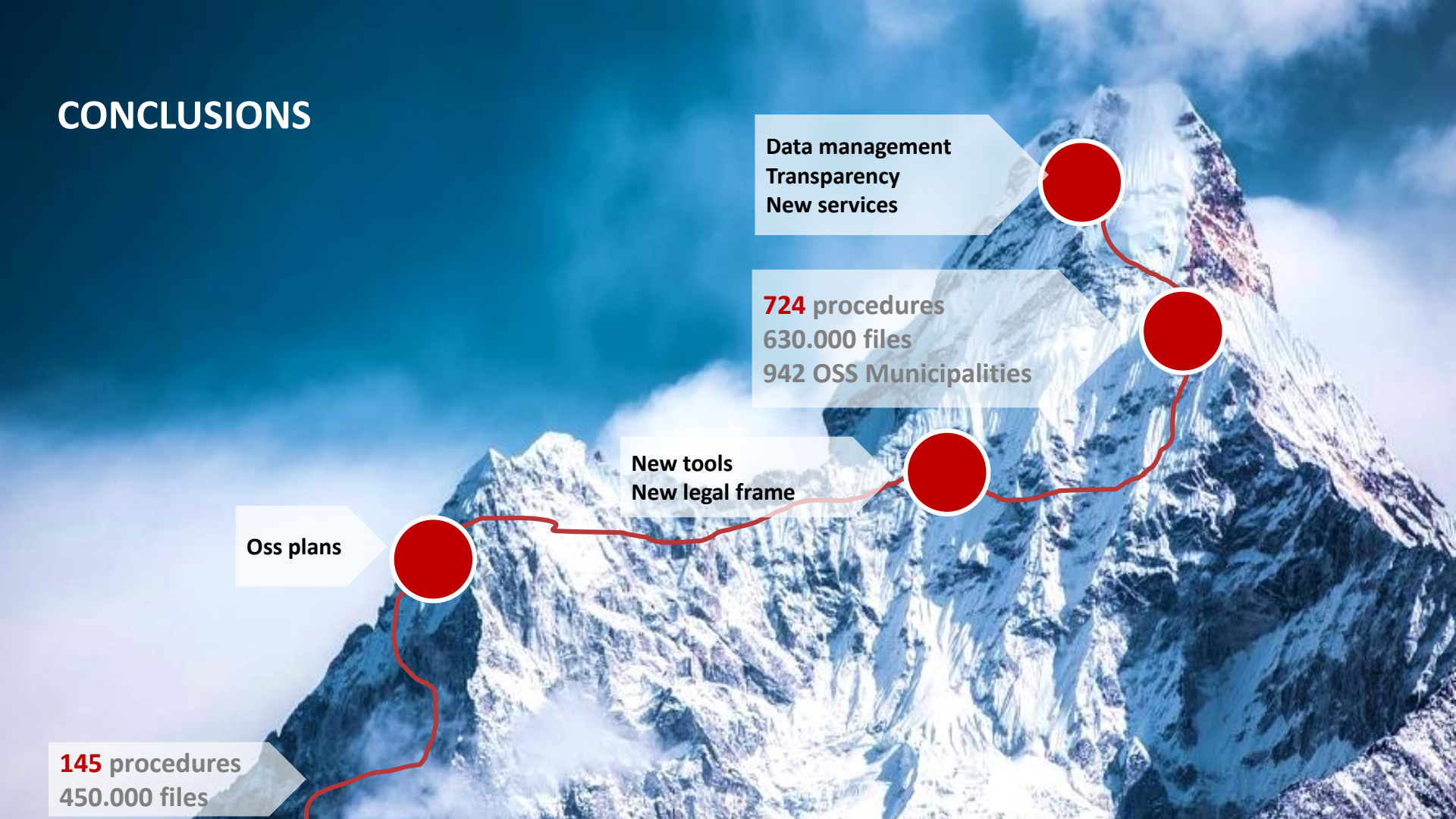
**145** procedures  
450.000 files

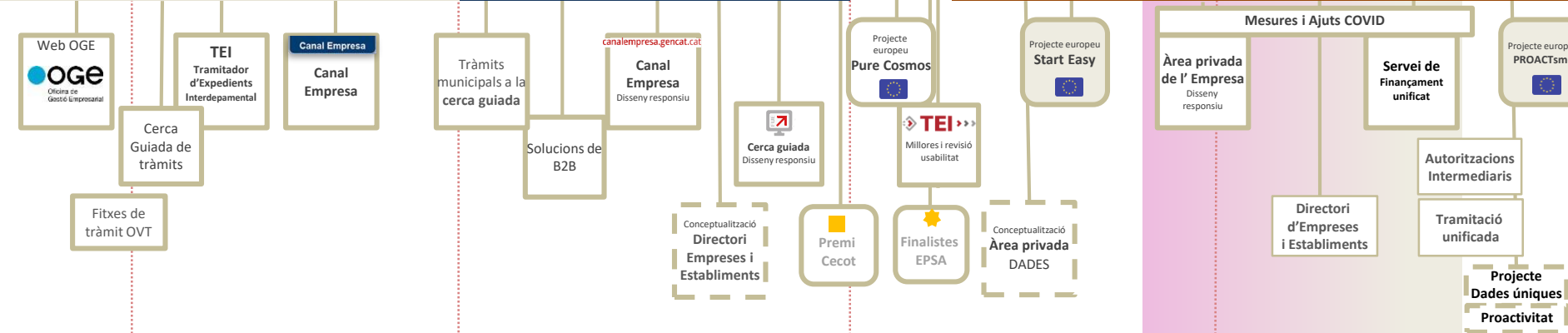
Oss plans

New tools  
New legal frame

**724** procedures  
630.000 files  
942 OSS Municipalities

Data management  
Transparency  
New services





	Dades any 2011	Dades any 2014	Dades any 2017	Dades any 2020	Dades any 2021	Dades any 2022
Tràmits al catàleg FUE	145	475	539	697	700	724
Ajuntaments a la FUE	0	17	900	920	927	937 99%
Expedients entrats A Canal Empresa		93.000	254.000	1.060.000	531.000	589.761
Pàgines vistes a Canal Empresa +àrea privada		2,5 milions	5,8 milions	20,3 milions	19,1 milions	13,4 milions