



Customer Story

ZUMIS

Single portal with multiple complex forms created to centralize 30 different agriculture related e-services



About the Ministry of Agriculture of the Republic of Lithuania

The Ministry of Agriculture of Lithuania provides:

- support for the administration of common agriculture policy and applications for EU support
- National Payment Agency
- State Food and Veterinary Service
- "Ekoagros" services
- Agricultural Information and Rural Business Centre

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We needed to develop a single platform for customers of multiple agricultural institutions to access e-services. The platform we built with Bonita BPM handles more 650,000 e-service requests per year.

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Mārtiņš Liberts
Director, Inntec

Challenges

- Needed a single access point information system based on service oriented architecture
- Allow users to access various institution services with a single account
- Minimal effort for entering large amount of data, with the majority of data collected from over 30+ integrations with third-party systems
- Institutions need to be able to develop their own e-services from scratch even with little programming background

Benefits

- We have created several unique processes, some with complicated starting conditions
- Created a single platform for customers of multiple agricultural institutions to access ~30 e-services
- Single portal for submitting e-service requests, receive notifications, communicate with agencies
- Platform allows sending data to back-end solutions, and uses data for simple administration within the platform
- Platform is built to handle more than 650,000 e-service requests per year

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Bonita BPM is a useful tool for creating business processes and online forms for human tasks.

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Mārtiņš Liberts
Director, Inntec