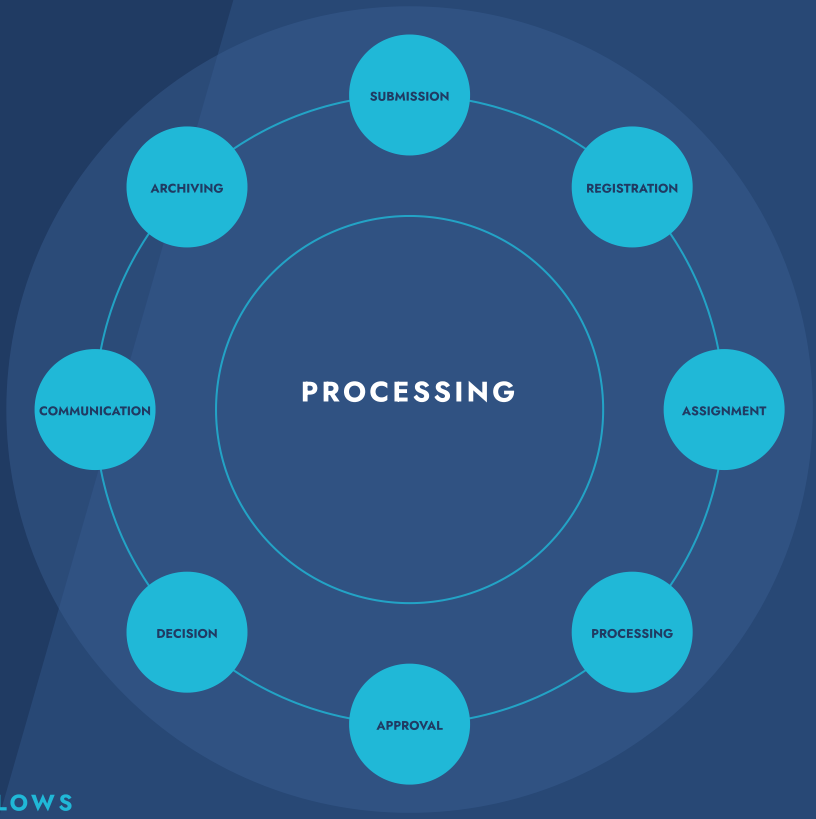
MOBIUS
THE RISK MANAGEMENT COMPANY



PUBLIC PORTALS · REGISTRY · WORKFLOWS

MOBIUS Public Services Online

Public portals, integrated with the registry and workflows.

A single point for submitting, registering and tracking requests, connected directly to the Data, Document & Workflow platform and to the organization's real structure.

Integration between public portals and the registry and workflow application, for traceable digital public services, available 24/7.

MOBIUS SOFTWARE · PRODUCT BROCHURE

PORTAL, DOCUMENTS, DECISION

The relationship with the applicant starts online and continues in a traceable flow

Citizens, companies and partners send requests and documents through a single access point. Behind the scenes, each request becomes a digital file and immediately enters processing, with ad-hoc routing adapted to each case, without losing history or accountability.

Access

Web portal and API integration.

Control

Owners, deadlines and notifications.

Traceability

Actions, versions and decisions.

24/7	8 stages	1 file	Portal + API
online submission and tracking	from initiation to completion	documents, decisions and history	integration with existing systems

THE ROUTE OF A REQUEST

Request registered
form and attachments
1

Analysis
information and documents
2

Routing
next owner
3

Decision
approval or rejection
4

Communication
status and final document
5

A digital public service is not just an online form, but a complete, visible and verifiable process.

PUBLIC PORTALS ⇄ REGISTRY AND WORKFLOWS

The public portal and internal activity stay synchronized

Public portals connect through the web portal and API services to the registry and workflow application (Data, Document & Workflow), configured for each organization's services.

PUBLIC PORTALS

Access for applicants

Applicant portal
Account, management of entities, forms, attached documents and request tracking.

Existing systems and channels
Connected through API services to the same registry and workflow application.

⇄

WEB PORTAL · API SERVICES

request and documents →
← status and result

REGISTRY & WORKFLOWS

Data, Document & Workflow

Digital registry
Unique number, metadata, electronic file and automatic intake.

Ad-hoc workflow
Routing to any department, returns and successive approvals.

Documents & versions
Secure storage, versioning and complete history.

Tasks & notifications
Owners, deadlines, notifications and escalations.

Decision & communication: approval or rejection, final document and sending the result to the applicant through the portal.

One file, two sides

The applicant sees the status and messages online; staff work on the same digital file, in the organization's real structure. Every move, addition, approval and decision remains linked to the original file.

THE ORGANIZATION'S CHALLENGES

Questions answered in a single flow

The solution turns the questions of management, staff and applicants into clear and verifiable digital processes.

"How do requests get from the portal into the internal application?" SPO

Answer in the solution: Each request submitted through the portal or API services becomes a digital file, receives a unique number and metadata and is automatically taken into the platform.

"How is a request routed between departments?" SPO

Answer in the solution: Through ad-hoc workflow: routing to any authorized department, return for additions and successive or parallel approvals, without losing history.

"How does the applicant know what stage the request is at?" SPO

Answer in the solution: The public portal and internal activity stay synchronized: status and messages are visible online, and final documents can be downloaded.

"How do we connect with existing systems and channels?" SPO

Answer in the solution: Through the web portal and API services, which allow connection with existing systems and digital channels.

"Can we prove who did what and when?" SPO

Answer in the solution: Yes. Creation, routing, modification, approval and completion are recorded chronologically in the audit log, with reports on volumes, stages and processing times.

INTEGRATED CAPABILITIES

From the public form to the communicated and archived decision

The components work together on the Data, Document & Workflow platform and can be configured for each organization's services.

01 Applicant portal

Account, management of entities, forms, attached documents and request tracking.

02 Digital registry

Unique number, metadata, electronic file and automatic intake into the platform.

03 Ad-hoc workflow

Routing to any department, return for additions and successive approvals.

04 Documents & versions

Secure storage, versioning, associated documents and complete history.

05 Tasks & notifications

Owners, deadlines, automatic notifications and escalation of requests.

06 Decision & communication

Approval or rejection, final document and sending the result to the applicant.

07 Reports & audit

Volumes, stages, processing times and a chronological log of all actions.

08 Integration

Web portal and API services for connecting with existing systems and digital channels.

EIGHT STAGES, A SINGLE THREAD OF ACCOUNTABILITY

The route adapts to the request, not the other way around

Every move, addition, approval and decision remains linked to the original file. At each stage, the owner or the configured rule determines the next destination.

Submission
form and documents
1

Registration
unique number and file
2

Assignment
department and owner
3

Processing
analysis and additions
4

Approval
successive or parallel
5

Decision
approval or rejection
6

Communication
result to the applicant
7

Archiving
history and audit
8

DESTINATIONS	Any authorized department can become a destination.
RETURN	Return for clarifications, without losing history.
APPROVALS	Successive or parallel approvals, depending on the specifics of the case.
STRUCTURE	Internal reorganization is reflected in the routing options.

THE APPLICANT EXPERIENCE

Four simple steps to a digital administrative relationship

The public interface organizes access to services and keeps the applicant informed throughout processing.

1 Creating the account

The applicant registers, and the account is validated according to the organization's rules.

2 Choosing the entity

The same account can manage requests for represented individuals or legal entities.

3 Submitting the request

The service is chosen, the form is filled in and the necessary documents are attached.

4 Tracking the result

Status and messages are visible online, and final documents can be downloaded.

FOUR PERSPECTIVES ON THE SAME REQUEST

Applicant and access

Account, represented entities, service catalog, forms and downloadable documents.

Process and accountability

Departments, tasks, deadlines, routing rules and configurable escalations.

Document and decision

Single file, metadata, versions, approvals, final document and communication.

Monitoring and audit

Stages, volumes, processing times and complete history for verification.

SECURITY AND CONTINUITY

Controlled access, protected information, verifiable actions

ROLE-BASED CONTROL	Rights configured for users and departments, according to responsibility.
VISIBILITY	Documents are available only to the persons and structures involved in processing.
LOGGING	Creation, routing, modification, approval and completion are recorded chronologically.

A digital public service is not just an online form, but a complete, visible and verifiable process.

SINGLE POINT	Consistent access for all requests.
DIGITAL FILE	Data, documents and versions brought together.
AUDIT TRAIL	Who changed and decided what, and when.
CLEAR STATUS	Visibility for the applicant and staff.

OUR INVOLVEMENT AT EVERY STEP

Guided integration, from services to day-to-day use

The Mobius team accompanies the organization from analyzing services and routes to connecting portals and training staff.

E1 — E2 — E3 — E4 — E5

STAGE	WHAT WE DO	RESULT
E1 · Service analysis	The service catalog, the departments involved and existing routes.	Clear services and routes
E2 · Registry and workflows	Metadata, roles, routing rules, deadlines and notifications in Data, Document & Workflow.	A system aligned with the organization
E3 · Applicant portal	Account, entities, forms and documents for each service.	Services available online
E4 · Portal integration	Connecting existing portals and channels through API services.	Connected channels
E5 · Training and support	Training for staff and administrators; usage assistance.	Autonomous users

On the Data, Document & Workflow platform

Online public services use the same registry, document and workflow platform, with a web portal and API services for integration with existing channels.

MOBIUS
THE RISK MANAGEMENT COMPANY

LET'S START NOW

Public requests. A traceable digital flow.

Turn public requests into a clear, fast and traceable digital flow, together with the Mobius team.

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