

# Dingen Argentina

*Dingen provides technology solutions that streamline and transparent administrative procedures, developing and implementing high quality software based on open source technology of latest generation.*

*“Upon leveraging ZK, we were able to rapidly create web applications with the facilities that propose the development of desktop applications”*

## About Dingen Argentina

Established in 2008, Dingen focuses on the municipal level continuously, both in the formulation of comprehensive computerization projects, and in the development and installation of systems to automate manual processes.

Dingen’s vision is to always be at the forefront of technology to provide the best solutions aligned to the objectives of each organization.

## SAyGES Workflow & Architecture

- ZK + Spring + BONITA +MySQL

Dingen leverages ZK to build SAyGes which is a system used to automate administrative processes containing a set of activities to be performed one after another, and decide the next steps according to information obtained. Different activities are performed by different system users, depending on what your role is and what the functions are.

Ticket	Tipo	Documento	Nombre	Apellido	Trámite	Estado	Fecha entrada	Usuario	Nº Item
1001	ORA	0	ANCFBARO	ANCFBARO	Obras Construcciones	Sin Atender	07/05/2012 08:01	Lacort	0
1002	ORA	0	ANCFBARO	ANCFBARO	Consulta de Expedientes (Construcción)	Sin Atender	07/05/2012 08:01	Lacort	0
1003	ORA	0	ANCFBARO	ANCFBARO	Obras Construcciones	Sin Atender	07/05/2012 08:05	Lacort	0
1004	ORA	0	ANCFBARO	ANCFBARO	Obras Construcciones	Sin Atender	07/05/2012 08:04	Lacort	0
1005	ORA	0	ANCFBARO	ANCFBARO	Trámites de saneamiento	Sin Atender	07/05/2012 08:02	Lacort	0
1006	ORA	0	ANCFBARO	ANCFBARO	Consultas Comunes	Sin Atender	07/05/2012 08:45	Lacort	0
1007	ORA	0	ANCFBARO	ANCFBARO	Consultas Expedientes (sin Complementarios)	Sin Atender	07/05/2012 08:45	Lacort	0
1008	ORA	0	ANCFBARO	ANCFBARO	Habilitación de comercios, industrias, servicios y actividades urbanas (habilitación y clasificación, bajo jurato, ampliación de rubros, cambio de rubros, traslado de comercio)	Sin Atender	07/05/2012 08:52	Lacort	0
1009	ORA	0	ANCFBARO	ANCFBARO	Obras Construcciones	Sin Atender	07/05/2012 08:55	Lacort	0
1010	ORA	0	ANCFBARO	ANCFBARO	Habilitación de comercios, industrias, servicios y actividades urbanas (habilitación y clasificación, bajo jurato, ampliación de rubros, cambio de rubros, traslado de comercio)	Sin Atender	07/05/2012 08:55	Lacort	0
1011	ORA	0	ANCFBARO	ANCFBARO	Obras Construcciones	Sin Atender	07/05/2012 08:57	Lacort	0
1012	ORA	0	ANCFBARO	ANCFBARO	Obras Bienes	Sin Atender	07/05/2012 08:58	Lacort	0
1013	ORA	0	ANCFBARO	ANCFBARO	Obras Inspecciones	Sin Atender	07/05/2012 08:58	Lacort	0
1014	ORA	0	ANCFBARO	ANCFBARO	Obras Bienes	Sin Atender	07/05/2012 08:59	Lacort	0
1015	ORA	0	ANCFBARO	ANCFBARO	Consultas Comunes	Sin Atender	07/05/2012 09:00	Lacort	0
1016	ORA	0	ANCFBARO	ANCFBARO	Consulta de Expedientes (Construcción)	Sin Atender	07/05/2012 09:01	Lacort	0

## Why ZK

SAyGes had to be a web application. Many Ajax frameworks were evaluated but ZK was chosen for its ease in development, seamless integration with Java, efficient MVC model view controller, complete

documentation, and shallow learning curve.

SayGes Open is composed of two modules:

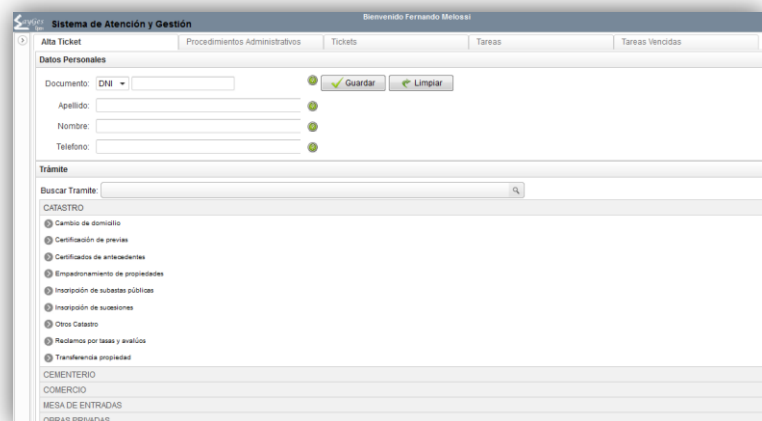
1. Attention Module, which is a module for determining which attendant would serve which customer. This mechanism allows compiling statistics for attendant, for example, how many people come to certain formalities, what is the average time of operation etc. In this module, a mechanism of instant notification is needed in which when a customer pulls out a ticket, it can be instantly notified and viewed by employees.

This objective is easily achieved by using ZK's server push feature. The same technology is also used to display the ticket on the monitors of call; the time the employee clicks the call button, it is also reflected instantly on the screens of call.

2. Management Module, a module that automates administrative processes during which "documents", "information" and "tasks" are passed from one employee to another or even to the client according to a set rule of procedures. This way, managers can focus more on business problems and staff education, such as performance and individual training, improved procedures and other special cases rather than routine assignments.

To create each "task", a form is designed. ZK allows the design of simple forms through the power and ease of the MVC model. This simplicity alongside with online documentation resources allow programmers to be trained quickly. A developer without experience in web development can build web applications without any problem without having to know JavaScript or Ajax

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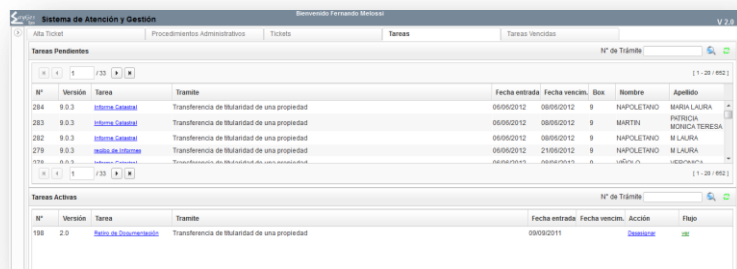


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## The Result

SAYGes is currently up and running, bringing the follow advantages to the Municipality of the City of Mendoza in Argentina.

- Improvement on taxpayer services by reducing waiting time.
- Provides different ways for booking shifts
- Provides various methods of reserve turns
- Care Statistics
- Smoother workflow; preventing work from being terminated or lost
- Procedures are standard & formally documented & accurately followed.
- Parallel processing achieved where 2 or more activities can be performed concurrently, generating benefits in terms of reduction of process times, improved customer service and reduction of costs.
- Make work environment from "reactive" to "proactive"



The screenshot displays the 'Sistema de Atención y Gestión' interface for 'Municipalidad de Mendoza'. It features two main sections: 'Tareas Pendientes' (Pending Tasks) and 'Tareas Activas' (Active Tasks). Both sections contain tables with columns for 'N°', 'Versión', 'Tarea', 'Trámite', 'Fecha entrada', 'Fecha vencim.', 'Bus', 'Nombre', and 'Apellido'. The 'Tareas Pendientes' table lists four items (IDs 284, 283, 282, 279) related to 'Transferencia de titularidad de una propiedad' with a 'Fecha entrada' of 06/06/2012 and 'Fecha vencim.' of 08/06/2012. The 'Tareas Activas' table shows one item (ID 198) with a 'Fecha entrada' of 09/09/2011 and a 'Fecha vencim.' of 09/09/2011.

Tareas Pendientes									
N°	Versión	Tarea	Trámite	Fecha entrada	Fecha vencim.	Bus	Nombre	Apellido	
284	9.0.3	Infancia General	Transferencia de titularidad de una propiedad	06/06/2012	08/06/2012	9	NAPOLETHO	MARIA LAURA	
283	9.0.3	Infancia General	Transferencia de titularidad de una propiedad	06/06/2012	08/06/2012	9	MARTIN	PEDRO MONICA TERESA	
282	9.0.3	Infancia General	Transferencia de titularidad de una propiedad	06/06/2012	08/06/2012	9	NAPOLETHO	M LAURA	
279	9.0.3	Infancia General	Transferencia de titularidad de una propiedad	06/06/2012	21/06/2012	9	NAPOLETHO	M LAURA	

Tareas Activas									
N°	Versión	Tarea	Trámite	Fecha entrada	Fecha vencim.	Acción	Flujo		
198	2.0	Boleto de Documentación	Transferencia de titularidad de una propiedad	09/09/2011		Documentar			

### About ZK

Potix Corporation develops and supports ZK, the #1 Ajax solution on SourceForge.net, the world's largest open source host. ZK has more than 1,500,000 downloads since its first release in late 2005. ZK is deployed by a large number of Fortune Global 500 companies, including Deutsche Bank, Barclays, Sony, Sun Microsystems and Toyota, providing them with the ability to rapidly create rich Ajax enterprise level applications.

### Contact us

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