

# The Contractor's Portal— Portal del Instalador

Digitally processing more than 80,000 low-voltage electricity certificates annually with the Adobe® Intelligent Document Platform

The Contractor's Portal in Spain is a project of four electrical, heating, plumbing, and gas industry associations: Confederación Nacional de Instaladores de Fontanería (CONAIF); la Federación Catalana de Instaladores de Electricidad, Fontanería y Calentamiento (FERCA); and the private energy companies Gas Natural and Repsol YPF. The portal offers a wide variety of services and information to employees and companies in the industry as well as access to legislation, course information, and product databases.

Currently more than 10,000 contractors and workers from Cataluña have been able to digitally file Electricity Certificates in accordance with the Low Voltage Electricity Technical Regulation. For all new electrical installations or upgrades in residences or businesses, electrical contractors must submit the complex, multi-page Electricity Certificate forms to an independent inspection control entity (EIC) designated by the regional government. In this case, the regional government agency is the Generalitat de Catalunya.

The Electricity Certificates are used as the basis for producing approved Technical Design Memoranda (TDMs) that include a series of plans and schematics, such as single-wiring diagrams, home location, and inside wiring diagrams. In addition to being managed by a designated EIC, the completed TDMs must be readily available to government agency reviewers at any time.

## Digital certification and remittance of Electricity Certificates

To be considered legal, all new electrical work must have a TDM. Unfortunately, the processing of submitting the forms needed for TDMs can be complex, sometimes requiring electrical contractors to hire consulting companies to handle the task. Until now, contractors or their hired consultants filled in forms on paper and remitted them in person to the appropriate EIC for approval. If necessary, site inspections were scheduled.

“When the new regulation went into effect, FERCA asked us to study the possibility of making certification more flexible via electronic processing through our portal,” says Santiago De la Fuente, executive director of Portal del Instalador. “After analyzing our information processing needs, we selected Adobe Reader® Extensions Server software.” Grupo Seidor, an Adobe Solutions Distribution Partner, worked with Portal del Instalador to carry out the task.

As a result, contractors can now use free Adobe Reader software to fill out certificate forms in Adobe Portable Document Format (PDF) that are available on the organization's portal. The documents in Adobe PDF look just like they do on paper, as is required by law.

## Automatic certificate validation system

Although the form looks like a simple Adobe PDF document, a powerful calculation tool runs in the background and analyzes parameters and intervals based on data that the contractor entered. The contractor can easily download the document from the portal and fill it out online or offline. Built-in intelligence in the Adobe PDF file runs calculations, makes relevant checks, and notifies users of possible omissions or mistakes.

### THE CONTRACTOR'S PORTAL— PORTAL DEL INSTALADOR

[www.portaldelinstalador.com](http://www.portaldelinstalador.com)

### INDUSTRY

Energy

### CHALLENGES

- Reduce time needed to submit complex permit certificates
- Improve accuracy of information submitted by installation contractors
- Speed certificate review and approval
- Streamline government access to submitted permit applications

### SOLUTION

- Process management
- Document collaboration
- Document control and security

The Contractor's Portal adopted the Adobe Intelligent Document Platform to improve completing, submitting, and processing permit certificates for electrical installations

### RESULTS

- Reduced contractor time to fill out certificates from 3 hours to 15 minutes
- Decreased errors on forms by automating calculations and data verification
- Accelerated agency review of certificate forms
- Improved control and monitoring of certificates with built-in validation and digital signatures

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## SYSTEMS AT A GLANCE

- Adobe Reader Extensions Server
- Adobe WorkFlow Server
- Adobe Workflow Designer

**“Digital certification saves time, increases effectiveness and significantly reduces errors that are produced in a paper-based process. Furthermore, with Adobe technology, we can incorporate digital signatures into the project.”**

Santiago De la Fuente,  
Executive director,  
Portal del Instalador S.A.

According to Project Manager Jordi Finestras of Grupo Seidor, “The form automatically determines approximately 20 of the main parameters for electrical installations, based on 30 internal tables. Both the TDM and the single-line diagram—a schematic of the installation—are generated automatically.”

“We calculated that the automated validation system will significantly reduce errors from processing certificate forms on paper,” says De la Fuente. “The system is so helpful for electrical, plumbing, and heating contractors that FERCA will use it to train its members on how to fill out certificates.”

Once data is entered, an XML file is exported for automatic integration with various EIC systems that make the certificates available to the government agency for approval. The application workflow is defined and executed with the Adobe Workflow Server software. The contractor needs only Adobe Reader software, which is free and requires no training.

Another objective in the online certificate process was to limit intrusion and contractor ID counterfeiting. Previously, when paperwork on a contractor’s new project arrived at an EIC, it had to be reviewed manually to see that the contractor’s license was current. Now, when the contractor fills in personal data, the program checks it automatically against the FERCA database, preventing unauthorized contractors from using the system.

### **Streamlining approval processes for 80,000 certificates annually**

Project managers were highly concerned about the high volume of certificates—averaging 80,000 a year—that needed approval. This issue was solved with Adobe technology, according to De la Fuente.

When an EIC previously received paper certificate forms for a new project, the first task was to check that all required documentation had been submitted. With the Adobe Intelligent Document Platform, the certificate forms are sent electronically and the system automatically verifies that the necessary details have been provided.

The result is a reduction in the work required by an EIC and by the installation contractor. For instance, a contractor previously needed an average of three hours to fill out a certificate. Today, the process takes only 10 to 15 minutes.

“Digital certification saves time, increases effectiveness and significantly reduces errors that are produced in a paper-based process. Furthermore, with Adobe technology, we can incorporate digital signatures into the project,” say De la Fuente.

### **Electronically signing documents**

“Another important issue that we were dealing with when we selected the Adobe solution was electronic signatures,” says De la Fuente. “Some areas are already asking for them. We are sure that eventually when a contractor tries to upload his paperwork, he will first have to identify himself with an electronic signature. Adobe software supports this process.”

The Adobe solution handles electronic signatures natively and can also place time stamps on materials. As for the future, Santiago De la Fuente says, “We are presently working on extending the system to other regions in Spain. Furthermore, there are many other installations that require certificates, such as gas, water, elevators, pressure devices, and heating and cooling.”

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