

Consejo General de la Abogacía Española & Conecta Wireless - Transformació digital per a una justícia més eficient i accessible-

Accelerating Digital Transformation in Legal Aid Management

The **Consejo General de la Abogacía Española** (CGAE) is the leading institution representing the legal profession in Spain. For decades, it has played a fundamental role in safeguarding professional ethics, strengthening access to justice and supporting the modernization of legal services across the country.

As the governing body representing Spain's bar associations, the CGAE combines institutional leadership with a continuous commitment to innovation, operational excellence and public service.

- Established in 1943 as the national representative body of the Spanish legal profession.
- Represents more than 250,000 legal professionals across 83 bar associations throughout Spain.
- Leading institution in legal ethics, professional standards and access to justice.
- Key actor in the modernization and digital transformation of the legal sector.

Legal aid management is a critical public service requiring accuracy, traceability and strict compliance with regulatory procedures.

Following new requirements introduced by the Spanish Ministry of Justice regarding the financial reporting and certification of legal aid activities, the CGAE faced a significant increase in operational complexity.

The organization needed to manage:

- Higher volumes of documentation.
- More demanding validation and quality control processes.
- Monthly reporting obligations with strict deadlines.
- Greater coordination across multiple bar associations.

These new requirements placed considerable pressure on operational teams and increased the risk of delays, inefficiencies and manual processing errors.

The Challenge

The certification and reporting process for legal aid compensation relied heavily on manual operations, fragmented information management and repetitive administrative tasks.

This created several challenges:

- Excessive processing times.
- High operational workload.
- Increased risk of inconsistencies and validation errors.
- Limited scalability as reporting demands continued to grow.
- Reduced availability of teams for higher-value coordination and oversight activities.

The CGAE required a solution capable of:

- Centralizing information management.
- Automating validation and certification workflows.
- Improving accuracy and traceability.
- Reducing operational effort and processing times.
- Ensuring timely and reliable submission of information to the Ministry of Justice.

The Solution

Conecta Wireless deployed its **Data Management as a Service (DMaaS) platform**, specifically designed to optimize and automate the legal aid certification process.

The solution enabled the CGAE to centralize, validate and process information in a fully integrated environment, significantly improving operational efficiency and governance.

Key capabilities included:

- Centralized management of certification and reporting data.
- Automated validation and consolidation processes.
- Improved traceability and quality control mechanisms.
- Elimination of repetitive manual administrative tasks.
- Secure and scalable architecture aligned with institutional requirements.
- Faster generation and delivery of regulatory documentation.

The implementation transformed a highly manual process into a streamlined and automated operational workflow.

The project delivered substantial operational improvements and enabled the CGAE to strengthen its capacity to manage increasing regulatory demands efficiently and reliably.

Results achieved

1. **97.5% reduction in processing times.**
2. **Elimination of manual operational tasks within the certification workflow.**
3. **100% reduction in human errors associated with the process.**
4. **Improved accuracy and consistency in legal aid reporting.**
5. **Greater operational scalability and responsiveness.**
6. **Increased availability of teams for strategic coordination and governance activities.**

Our strategic partnership with Conecta Wireless has marked the beginning of a new stage for the CGAE. Their support has helped us evolve into a more agile, efficient and technologically advanced institution. Today, both the certification processes and the Legal Aid Observatory operate with greater efficiency and reliability. These achievements are only the beginning of a continuous journey of innovation and improvement.

— Victoria Ortega, President of CGAE—

Through the implementation of its DMaaS platform, Conecta Wireless enabled the CGAE to modernize critical operational processes while reinforcing transparency, efficiency and institutional reliability.

Beyond process automation, the project established a stronger digital foundation for future innovation initiatives across the legal sector.

Conecta Wireless acted as a strategic transformation partner, helping the CGAE align operational excellence with its mission of delivering better legal services and improving access to justice across Spain.