



Prefeitura Municipal de Guarulhos  
Guarulhos, São Paulo, Brazil  
[www.guarulhos.sp.gov.br](http://www.guarulhos.sp.gov.br)

### Industry

Public Sector

### Annual Revenue:

US\$1.6 billion

### Employees:

23,000

### Oracle Products & Services:

Oracle Application Express

### Oracle Partner:

Grupo GIAP – Gerenciamento  
Integrado de Administração  
Pública  
[www.giap.com.br](http://www.giap.com.br)

**“With Oracle Application Express, Prefeitura Municipal de Guarulhos reduced red tape, facilitated transactions that are part of citizens’ and civil servants’ day-to-day lives, cut paper use, and complied with Brazil’s transparency law. This efficient and simple tool honors the express quality in its name.”**

– Luiz Jacometti Pinheiro, IT and Telecommunications Director, Prefeitura Municipal de Guarulhos

## Prefeitura Municipal de Guarulhos Reduces Average Time to Develop Citizen Service Portals by One Year

Prefeitura Municipal de Guarulhos, the Municipality of Guarulhos, is ranked ninth by gross domestic product (GDP) among Brazilian cities, with a GDP of more than US\$18.8 billion. It has nine citizens’ bureaus (called “*Fácil*”), 1.3 million inhabitants, and 32 offices with more than 23,000 civil servants using the systems and services of the Prefeitura Municipal (Guarulhos’ City Council).

### Challenges

- Offer several citizen services online, enhancing service quality, cutting red tape, and reducing queues in the citizens’ bureaus
- Reduce time required to develop Web portals used by citizens and civil servants
- Virtualize service inquiries and responses for citizens and civil servants to make best use of limited resources
- Comply with the Brazilian law that demands publication of public institutions’ revenue and expenditures for transparency

### Solution

- Worked with Oracle Partner Grupo GIAP to upload the first portal with approximately 230 services (more than 30% of all services offered in the bureaus)—ranging from providing duplicate bills to real estate information
- Used Oracle Application Express to reduce the average portal launch time from 14 months to 2 months
- Avoided software acquisition and developments costs, as the tool is free for Oracle Database users
- Published city hall tax collection and expenditures information in the civic portal, complying with the transparency law
- Deployed 10 service portals in only eight months, offering more than 700 online services for more than 4,700 daily transactions
- Moved requisitions and cancellations of warehouse supplies to an intranet for 400 town councils
- Digitalized 100% for circulation of more than 1,500 official letters daily between city hall and the city, reducing paper use
- Saved approximately 280,000 sheets of paper in six months after digitalization of bureaucratic procedures
- Integrated each citizen’s payable accounts and debts into a single invoice, as the information is gathered by the system