



Case study



Digitizing Government processes for greater transparency & efficiency

How the Iraqi Federation streamlined multi-stage approvals with Odoo

Client Iraqi Government –
Public Administration Sector

Meet our client & their biggest bottleneck

A government entity responsible for handling citizen applications across multiple departments.

Iraqi Federation needed a system to manage thousands of applications and approvals. Their old paper-based process caused delays, inefficiency and lack of visibility for applicants.

Pragmatic Techsoft was chosen as the Odoo partner to modernize and digitalize this process.

Our **aim** was to transform the traditional government processes into modern, efficient digital workflows that serve citizens better.



The **traditional approach** causing the roadblocks!

Manual bottlenecks

Entire application process paper-based, causing delays and errors.

Lack of transparency

Applicants had no way to track their requests; uncertainty created frustration.

Heavy workload

Staff struggled to manage hundreds of applications without system support.

Undefined workflows

Client had difficulty articulating exact needs, requiring guidance to structure an efficient digital solution.

Gap between demand and delivery

Growing demand from citizens for faster, more transparent services.



Our approach to provide an efficient solution

01

Collaborative analysis

Conducted BRD sessions to uncover hidden requirements and align with stakeholders.

02

Agile Delivery

Phased rollout (2 phases) with design, development, demos, refinements, and sign-offs.

03

Customized Odoo Build

Leveraged Odoo 17 Community with custom workflows instead of generic modules.

04

Functional Guidance

Helped the client define how digital processes should work, bringing clarity where there was uncertainty.



Our systematic approach ensured every stakeholder was aligned and every requirement was captured through collaborative workshops and iterative development.

Highlights of the proposed solution



Custom Odoo Modules

Website, Sales, Invoices customized to government needs.



Applicant Portal

Citizens track real-time status of applications online.



Automated Workflow

Role-based approvals – **Verifier → Approver → Payment handler → Final sign-off**



Scalable Architecture

Built on Python & PostgreSQL with API integrations, ready for future extensions.



User-Friendly Experience

Special design considerations to match Iraqi government regional standards.

Spotlight on our solution

Website Integration : For applicant request submissions.

Sales & Invoicing : Automated payments & tracking linked to approvals



Client Value

Simplified citizen experience, ensured data accuracy and enabled clear communication.

Custom Applicant Portal : Tailored for Iraqi Federation region, supporting real-time visibility

- ✔ Positioned the Iraqi Federation as a more modern, citizen-centric government body.
Portal framework can be replicated across ministries and other public service workflows.

The workflow transformation

2. Odoo Capture

Request captured in Odoo backend

4. Automations

Reduce manual steps and ensure consistency



1. Submit Request

Applicant submits request online

3. Multi-Stage Approvals

Verifiers, payments, final sign-off

5. Applicant Portal

Status visible at every stage

Added business value via Customized Applicant Portal



Transparency

Clear tracking of progress, eliminating repeated follow-ups



Efficiency

Reduced physical visits and manual checks



Reliability

Standardized workflows reduced inconsistencies



CitizenConnect:
Your Government, Simplified

Results & Outcomes



Operational Efficiency

Application management became organized, faster and less error-prone.



Transparency for Citizens

Applicants now see live status updates at every stage.



Reduced Manual Workload

Staff freed from paperwork to focus on service delivery.

“

Improved trust

Citizens feel reassured with clear visibility into government processes.

”

“

Positive feedback

Client reported satisfaction with smooth implementation and close collaboration.

”



Navigating Client uncertainty with our transparent approach

Frequent communication was essential

1

Helped uncover requirements when the client wasn't fully clear

2

Regular calls, demos and updates

3

Regional compliance and user expectations guided our customization choices bearing in mind government context sensitivity

Outcome

Smooth delivery, within 2 months, with no escalations

A successful transformation – Are you next?

The Iraqi Federation project demonstrates how Odoo customization can empower government institutions to modernize legacy processes, improve transparency and enhance citizen trust.

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customers

177 +

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