

# **SMART STAY SANTIAGO DE COMPOSTELA**



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**Cohort 2**

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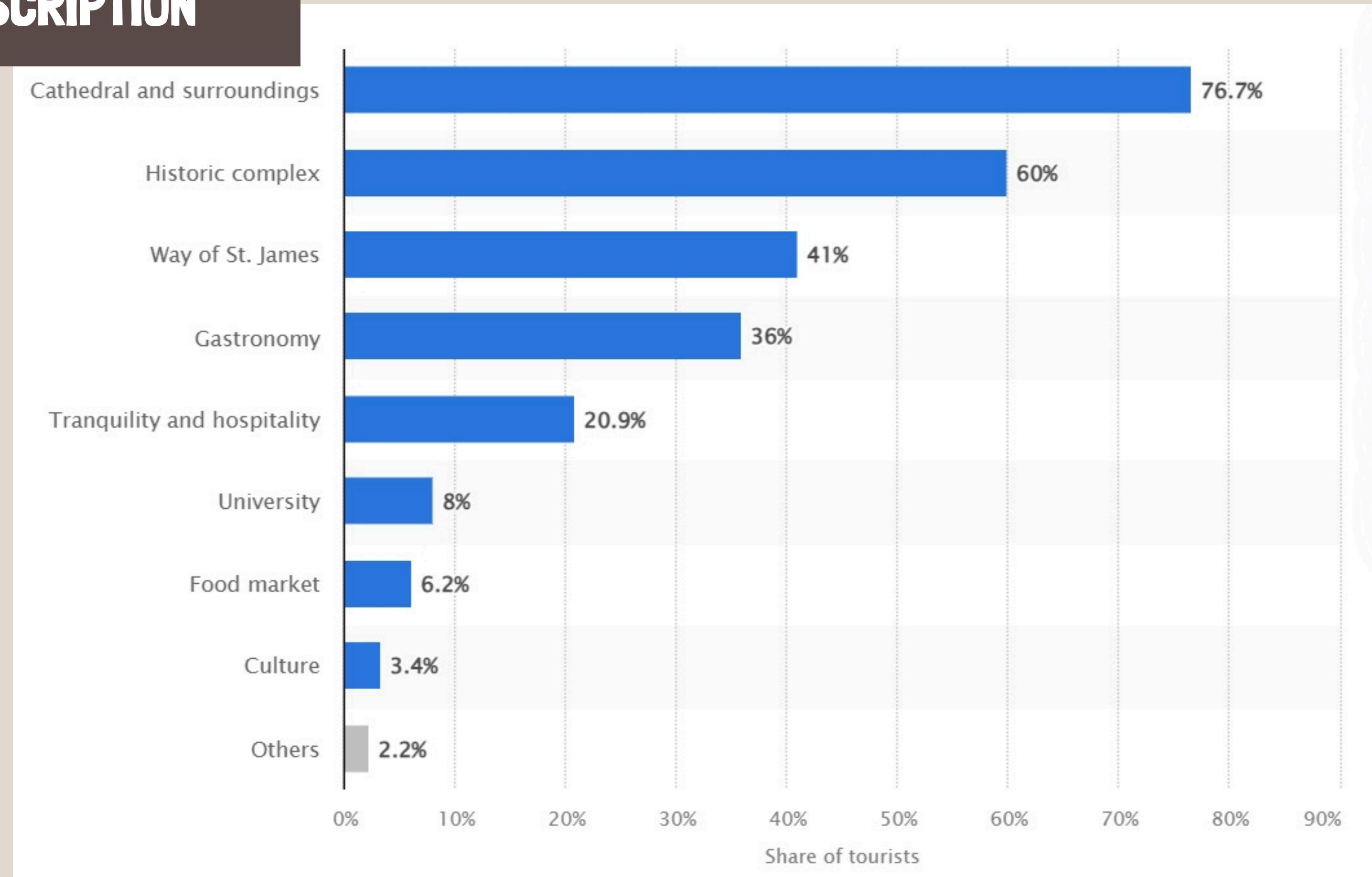
## THE TOURISM OF SANTIAGO DE COMPOSTELA

Santiago de Compostela, the capital of the Galicia region, is a historic city in northwest Spain, renowned as the culmination point of the Camino de Santiago pilgrimage route, which ends at the impressive Cathedral of Santiago de Compostela. The city is a major cultural and spiritual destination, attracting many visitors.



# MAIN TOURISM REASONS IN SANTIAGO DE COMPOSTELA IN 2016

## PROJECT DESCRIPTION



Statista. (2017). Main reasons to visit Santiago de Compostela in Spain in 2017. Retrieved from <https://www.statista.com/statistics/774852/main-reasons-to-visit-santiago-de-compostela-spain/>

## THE PROBLEMS

However, issues have arisen with tourists staying in **non-regulated apartments**, leading to problems such as noise and waste. A solution is needed to **record and regulate tourist apartments** to address these concerns.

*Non-regulated tourists apartments = Places own by private people that not listed as places for tourists can stay. Non-regulated apartments do not pay city tax and hard to be tracked when there are complaints.*

REGULATORY NON-COMPLIANCE

INEFFICIENT MONITORING

## PROBLEM DEFINITION

ABSENCE OF A TECHNOLOGY INTEGRATION

## SOLUTION RATIONALE

A digital platform that simplifies the process of registering and verifying tourists in city accommodations. This system ensures they meet local regulations and provides additional benefits that improve their overall experience in the city.

**Smart  
Stay  
Santiago**

# OBJECTIVES

Assist municipal administration in monitoring apartment rented to tourists

**01**

Enhance  
Regulatory  
Compliance

**02**

Facilitate  
Efficient  
Monitoring

**03**

Improve  
Tourist  
Experience

**04**

Support  
Local  
Businesses

## STAKEHOLDERS

01 Tourists

02 Local Government and Municipal Administration

03 Owners of Tourist Apartments and Other  
Accommodations

04 Local Partners

## KEY FUNCTIONALITIES

- **Mandatory Registration**

- Ensures all tourist lodgings comply with city regulations
- Facilitates efficient compliance

- **Enhanced Incident Response**

- Provides law enforcement with a comprehensive list of registered accommodations
- Speeds up police response to noise and waste management complaints

## KEY FUNCTIONALITIES

- **Support for Local Authorities**

- Facilitates efficient regulation and monitoring
- Maintains public order and safety
- Ensures a welcoming and secure destination

- **Enriched Visitor Experience**

- Connects tourists with local businesses and services
- Enhances economic and cultural benefits of tourism
- Supports local commerce

## SYSTEM WORKFLOW EXPLANATION

- **Daily Tourist Registration Process**

- Tourists register their accommodations daily through the platform
- Receive a QR code providing access to various benefits:
  - Discounts at museums, bars, restaurants, and attractions
  - Requirement for obtaining a Pilgrim certificate
  - Mandatory for attending conferences and university projects

## SYSTEM WORKFLOW EXPLANATION

- **Municipal Verification and Compliance**
  - Address Verification Process
    - Municipality verifies registered addresses against government records
    - System generates notifications for unlisted tourist apartments
- **Government Response**
  - Officials inspect properties identified as unlisted tourist apartments
  - Penalties imposed for non-compliance, enforced by police

## SYSTEM WORKFLOW EXPLANATION

- **Strategy Effectiveness**

- Capture the Majority of Tourists
  - Focuses on activities that constitute over 90% of visits to Santiago
  - Ensures comprehensive coverage of tourist accommodations
- Promotion of Local Businesses
  - The benefits strategy promotes local businesses through QR code discounts
  - Enhances tourism engagement with the local economy

# SUSTAINABILITY

# DIMENSIONS

## Technical

promote technological upgrades and QR code usage

## Social

ensure safe and affordable housing

## Economic

stimulate economic activity by advertising local businesses

## Environmental

address waste management through apartment regulation

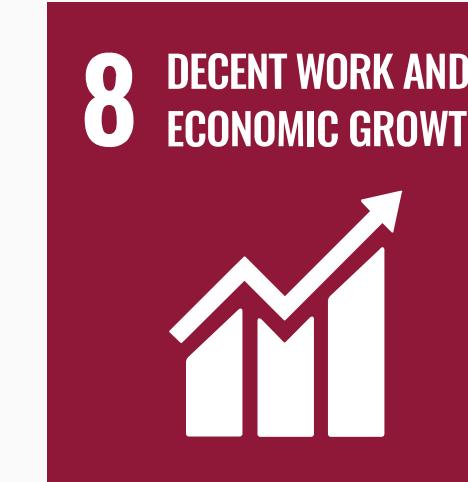
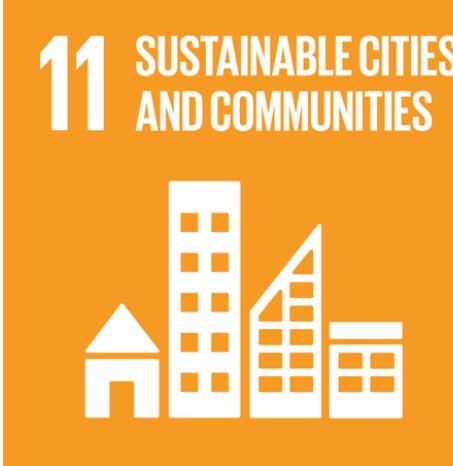
## Individual

promote political and economic inclusion



# SUSTAINABILITY

## SDG-S



- protect the city with regulations
- adequate, safe and affordable housing services



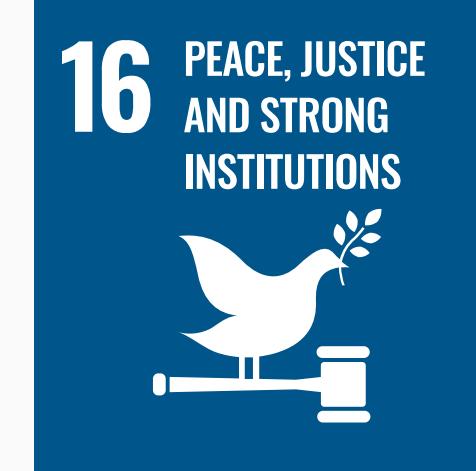
- advertisement for local businesses
- economic productivity through technological upgrading



- encourage effective public and public-private and civil society partnerships
- policy coordination and policy coherence



**9** INDUSTRY, INNOVATION  
AND INFRASTRUCTURE



**16** PEACE, JUSTICE  
AND STRONG  
INSTITUTIONS



**10** REDUCED  
INEQUALITIES

- increase access to information and communications technology

- accountable and transparent institutions at all levels
- reduce illicit financial flows

- empower and promote the social, economic and political inclusion of all



## MAIN FEATURES

01

Tourist Registration

02

Municipality Verification

03

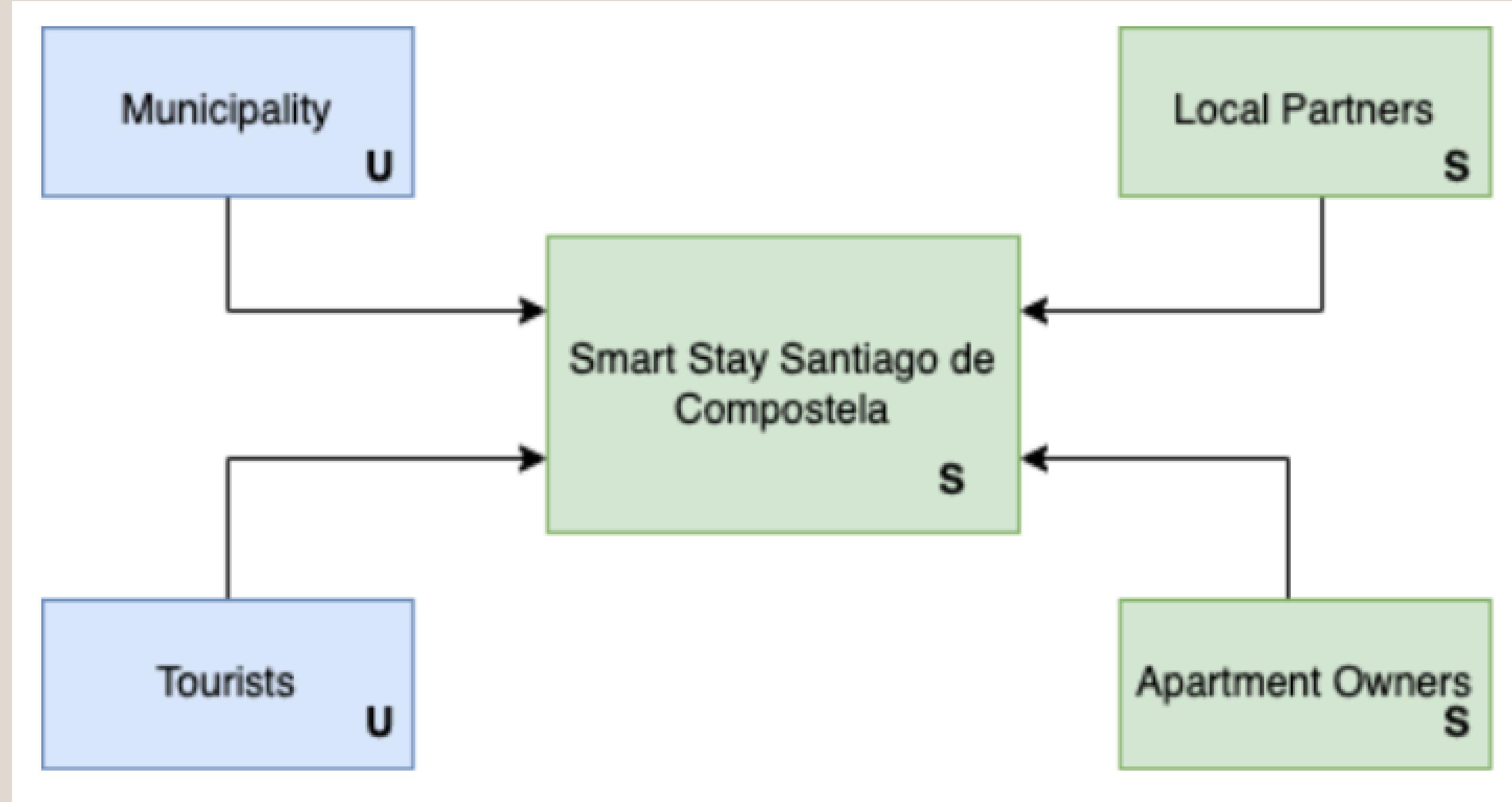
Local Business Integration

04

Pilgrim Certification Integration

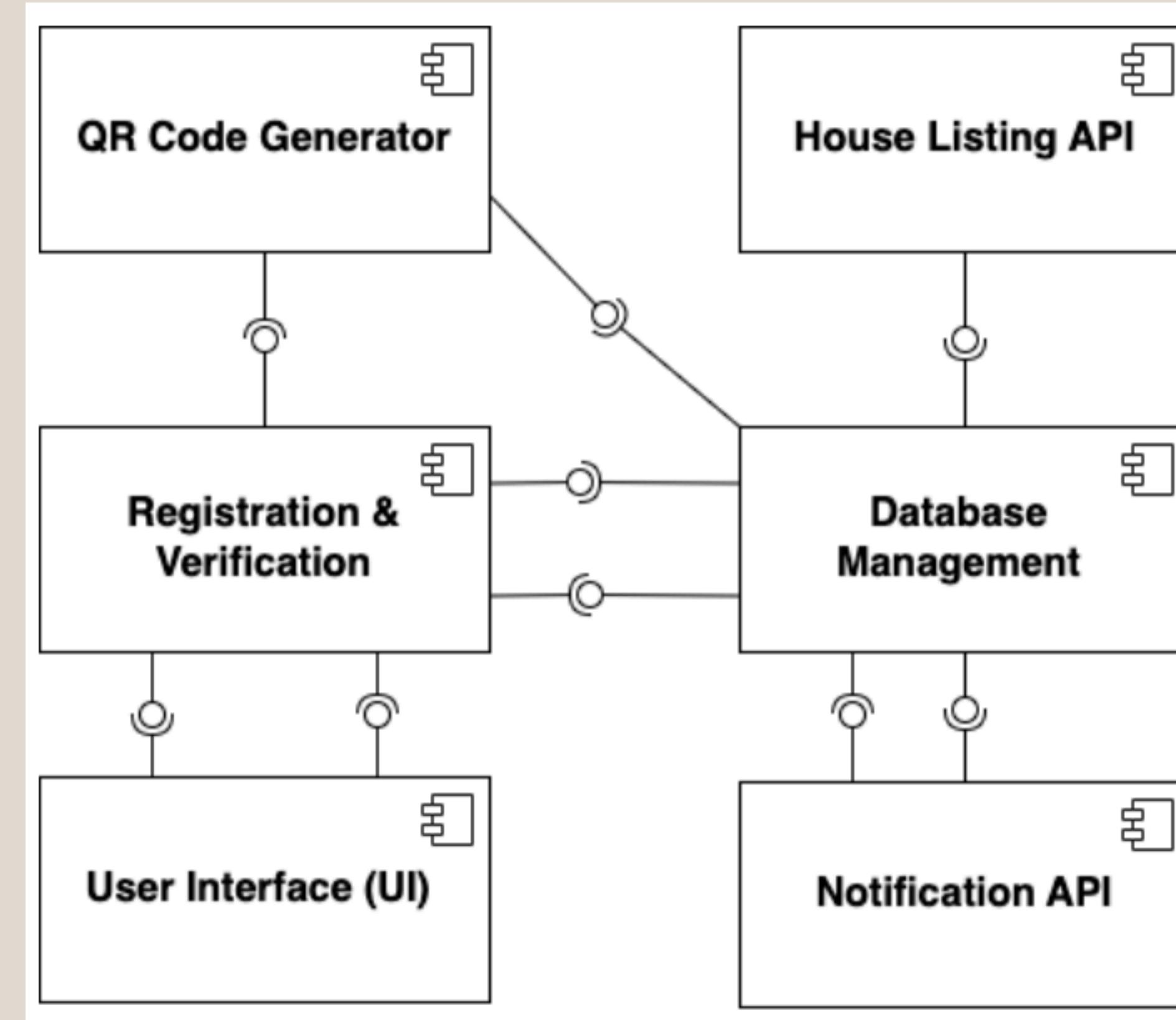


## STAKEHOLDERS UML



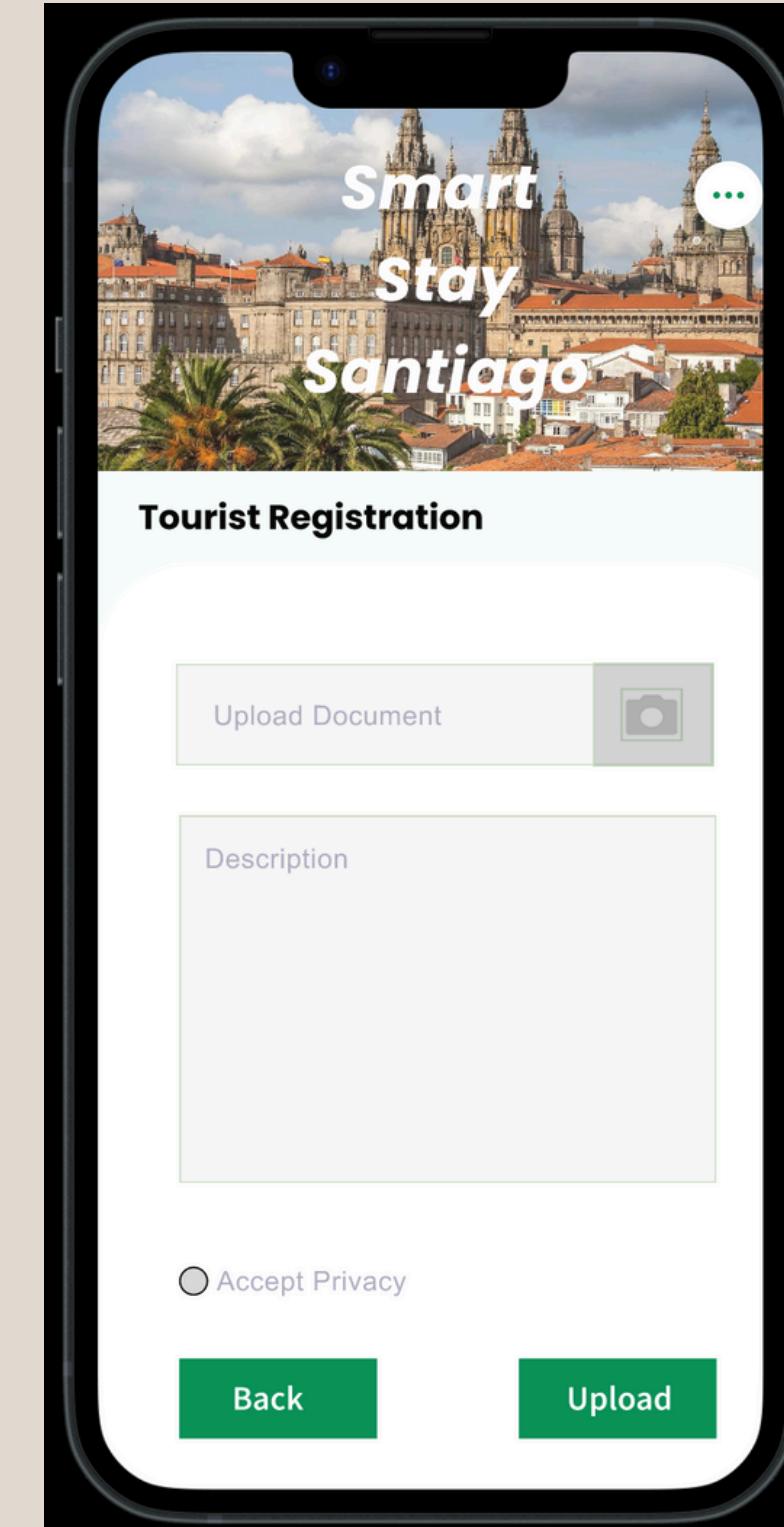
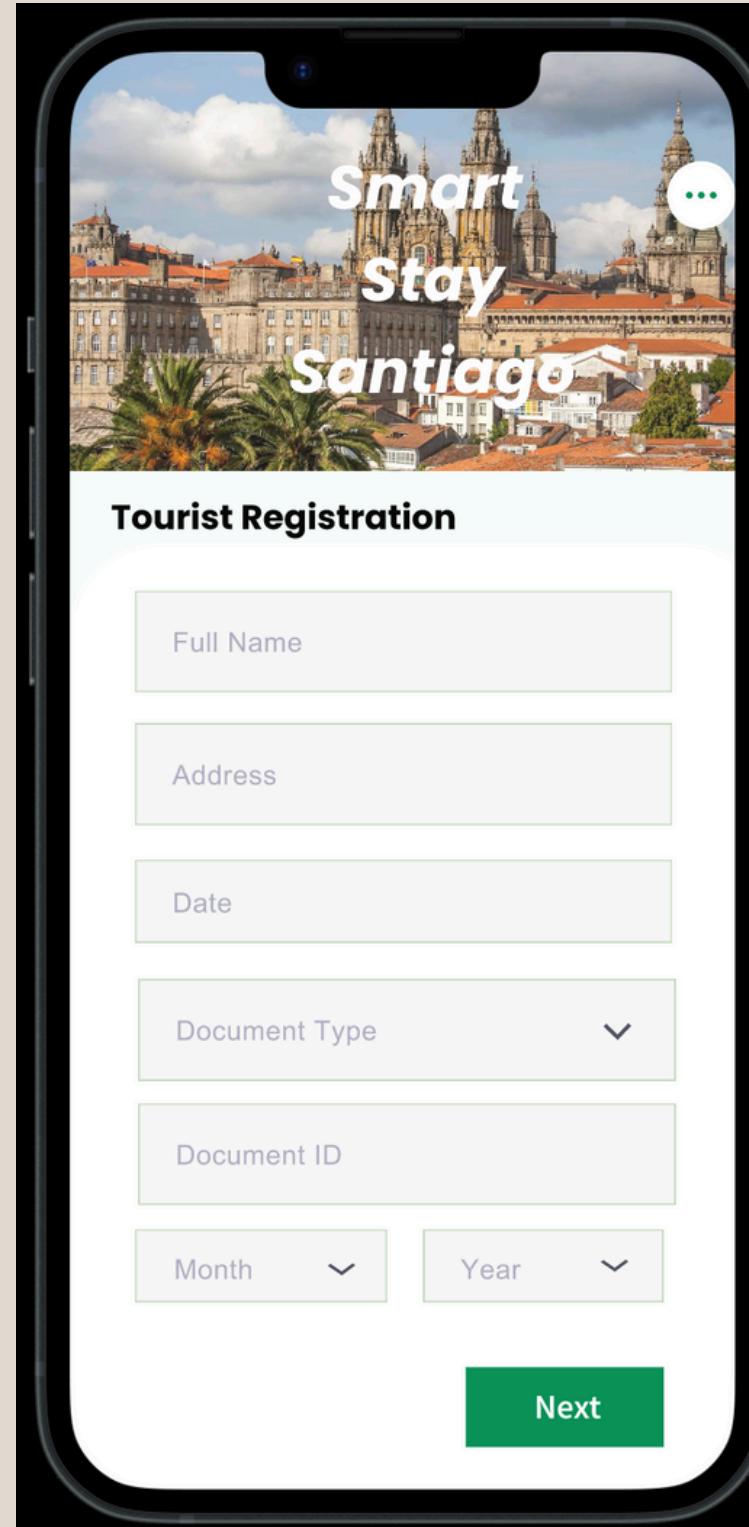
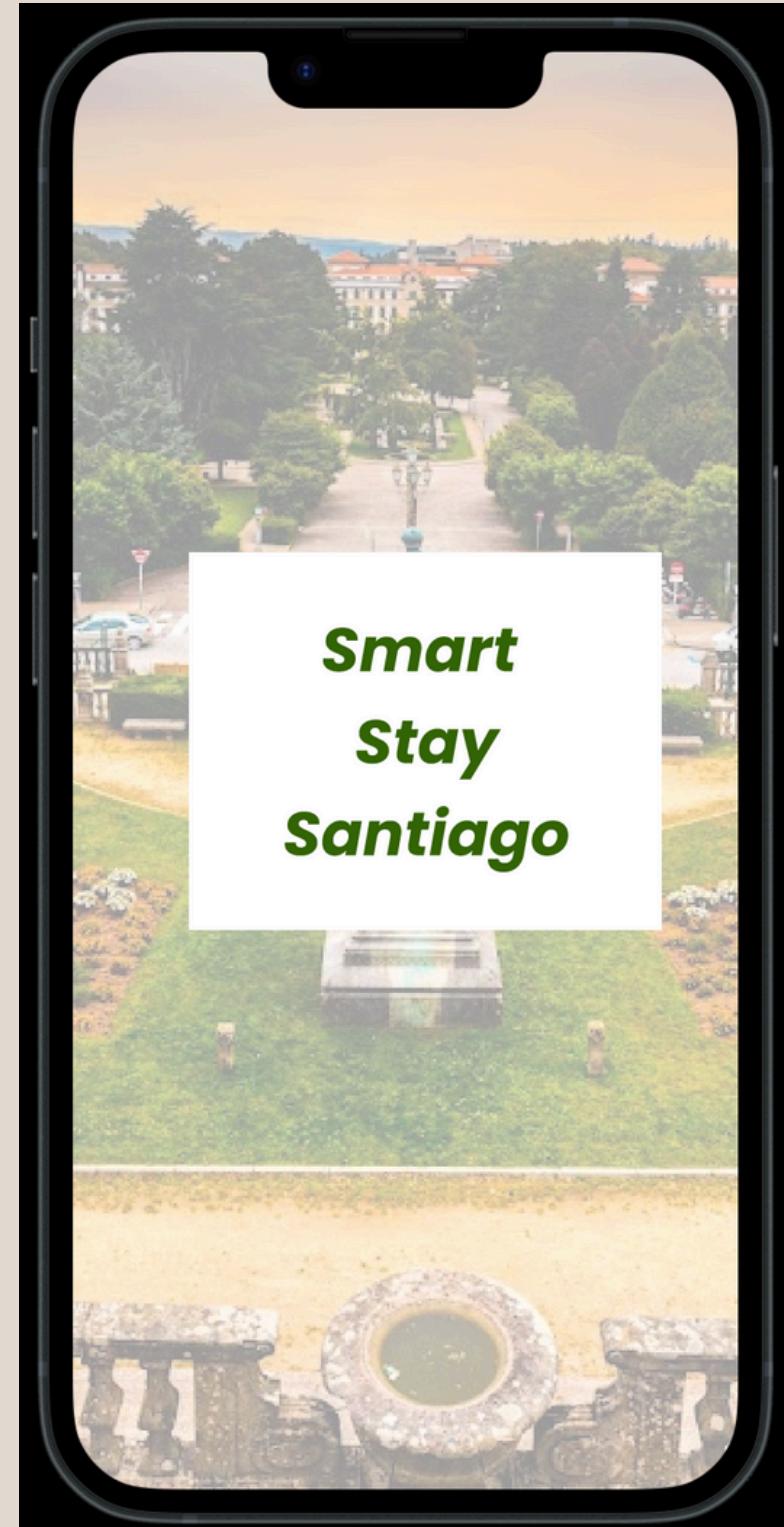
# PRODUCT PRESENTATION

## ARCHITECTURES



# PRODUCT PRESENTATION

## SCREENSHOTS



# REFLECTIONS

- Proposed feasible and applicable solution with minimal cost.
- Reusing existing solutions with enhanced capabilities is a sustainable solution, with less electronic consumption, accessible, and less development, maintenance cost, and training costs.
- Solution is representing the vision of the client organization and collaboration spirit with SE4GD.



# MUCHAS GRACIAS

render unto the Caesar the things that are  
Caesar's and to God the things that are God's

Gospel of Matthew (22:21)

**SE4GD – SUMMER SCHOOL III**

Cohort 2 – Group 3