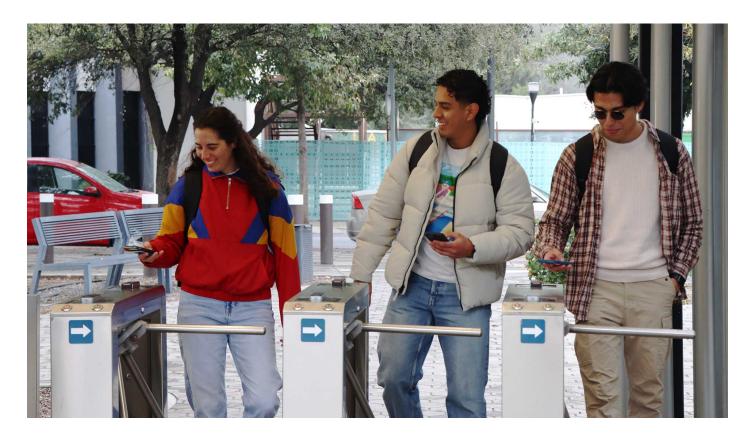# Digital experience: Tec launches multi-service app for its community

Can you imagine having access to the campus and all the institution's services through a single tap on your cell phone? The **SuperApp MiTecApp**, a new digital ecosystem presented by [**Tecnológico de Monterrey**](#), now makes this possible.

Designed as a platform to offer **a system of mini applications** housing different services, the application now aims to **make everyday life easier** for the Tec community nationwide.

*"At the Tec, we're always working to be **leaders** in the fields of technology and education; so, it was essential to update ourselves and offer a digital transformation that will facilitate our services and our community's experience.*

"We're very pleased to announce the launch of this SuperApp, a platform that will allow us to have a physical-digital interaction on our campuses and improve our value-added services," said **David Garza Salazar, Rector and President of Tecnológico de Monterrey**.

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Mitec has **evolved** into the **SuperApp MiTecApp** platform and now offers an **easy-to-use and accessible** mobile experience.

It also aims to be an intuitive, configurable, customizable, intelligent, and secure **solution** for users.

Among the services and mini-Apps that this platform can include are **campus access using a Digital ID**, TransporTec, Residences, Parking, TecFood, and BiblioTec, to mention a few.

*"We're beginning to eliminate the **digital debt** we have accrued with our students; this launch opens up endless possibilities for us.*

*"It's the first time that we're going to manage a relationship channel with students which is sensitive to different contexts, to different people, and to different moments in time. It will give us the possibility of **integrating** artificial intelligence into the community,"* explained **Carles Abarca, Vice President of Digital Transformation at the Tec**.

"The release represents a 50-year technological leap." - Daniel Cantú

A multi-service platform

Launched on January 26 in the Main Hall of the Rector's Building on the **Monterrey campus**, this SuperApp positions the Tec as the **first university in Latin America** to develop its own mobile digital platform, said **Daniel Cantú, manager of the Tec's Component Platforms**.

The first version of the application is **currently enabled for use** by winter students at the Monterrey campus.

It is hoped that, **starting in February**, all Monterrey campus students will have access to it, and **it will then be rolled out across other campuses** nationwide in the following order:

- *February 2024, regular enrolled students at the Monterrey campus*
- *May 2024, students and employees at the Monterrey campus and at PrepaTec schools within the Monterrey Region*
- *August 2024, students and employees at the State of Mexico, Chiapas, Cuernavaca, Toluca, Laguna, and Sinaloa campuses*
- *Roll-out dates for other campuses are yet to be confirmed.*

/> width="900" loading="lazy">   **The evolution of the Digital ID**

One of the most important changes that can be seen in the SuperApp is the **transformation of the Digital ID**, starting with the simplification of the ID creation process, with it now being **remote, immediate, and digital**.

Another advantage that this application presents is the ability to **access campuses** using **only a cellphone.**

"The Digital ID emerged as a solution during the pandemic in 2020; we were looking for a way to control the public returning to activities and using on-campus facilities," shared **Daniel Cantú**.
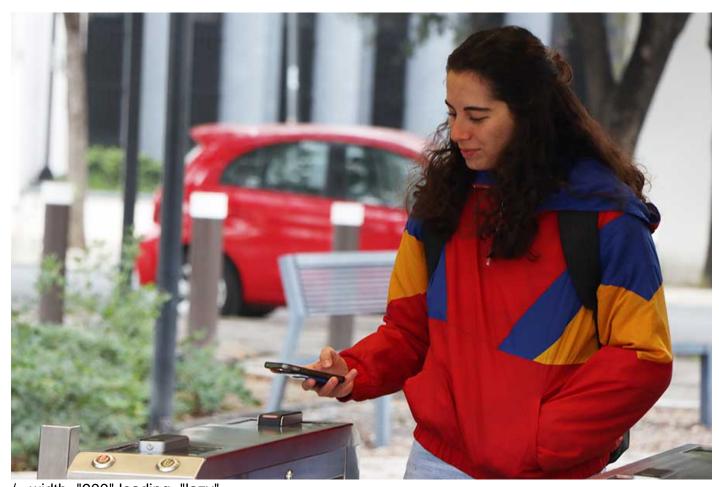
Starting in 2022, the Digital ID tool migrated from an external platform to one developed and managed by the institution.

"It was essential to update ourselves and offer a digital transformation that will facilitate our services and our community's experience." - David Garza

Later, in 2023, the digital ID was replicated for other audiences such as Tec graduates and parents.

*"This release represents a 50-year technological leap: a Digital ID to be used across a university in its own App and connected to security systems, which will impact **more than 100,000 users**.*

*"We can definitely say that we are **pioneering** a technological solution at a global level,"* added Cantú.

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SuperApp at the touch of a button

Cantú shared that another of this platform's objectives is to make daily life easier for the Tec community.

*"The advantages of implementing this digital ecosystem include **convenience and the low risk of loss.***

"That is in addition to greater security, flexibility for ID management, and sustainable processes," he added.

The application will also be available for **faculty, employees, Tec graduates, and parents,** all of whom will be able to download it in the coming months.

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