Government

Building **better experiences** for citizens in the cloud

Jalisco State Government

How Jalisco State Government used a hyperconverged infrastructure solution from Lenovo and Nutanix to deliver digital government services at greater speed and lower cost.

Lenovo

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Who is
Jalisco State
Government?

Jalisco is one of the most economically and culturally vibrant states in Mexico, as well as an important technology and innovation hub. It is currently the third-largest economy in the country and the third most populous state, home to more than 8.3 million people. Its capital, Guadalajara, is known as Mexico's Silicon Valley, with dozens of multinational tech companies and some 600 tech startups operating throughout the city.

Jalisco State Government is charged with managing administrative, economic, social, and cultural affairs at the state level. Over the past decade, the government has been on a mission to transform the way it operates through digitization. The goal is to develop and widen access to information and communication technologies (ICT) in order to improve citizens' quality of life, provide new opportunities for education, investment, and work, as well as optimizing essential government services.

Jalisco
GOBIERNO DEL ESTADO

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The
Challenge

As it works to enhance the experience for citizens on the front lines, Jalisco State Government has also been making important changes behind the scenes to enable smooth service delivery. That includes a major IT systems migration, aimed at centralizing dozens of government agencies on a single hybrid cloud infrastructure.

Mario Arauz Abarca, General Coordinator of Government Innovation for the State of Jalisco, elaborates: "Previously, individual state agencies, from education to environmental management, all operated their own physical infrastructures. It meant that, state-wide, there were hundreds of different data centers and supporting teams managing IT administration, security, and more. As we have been working to streamline our public-facing services, we saw an opportunity to unlock valuable internal efficiencies by unifying all agencies on a single, cloud-based infrastructure."

"We see the cloud as a key enabler of our digital ambitions. Centralizing on a hybrid cloud infrastructure would allow us to reduce costs and complexity while delivering services with increased speed and flexibility."

Mario Arauz Abarca
General Coordinator of Government Innovation, Jalisco State Government

Why **Lenovo**?

After evaluating several options available on the market, Jalisco State Government honed in on a hyperconverged infrastructure (HCI) solution from Lenovo and Nutanix. The organization was already familiar with Lenovo, having used the company's hardware solutions at many of its data centers, and believed that Lenovo was the right partner to support its journey to cloud.

Arauz Abarca recalls: "We wanted an infrastructure platform that could stand the test of time. In Lenovo, we saw a company with the right technology, experience and reputation for innovation. By partnering with Lenovo, we were able to make our investment much safer and gain a platform that was flexible enough to evolve with us over time."

He adds: "Our software-defined Nutanix environment enables us to use server hardware with different characteristics and from different technological generations, which maximizes the long-term value of our investments."

"A migration project of this magnitude is never easy, and the support we got from Lenovo was critical to our success. Their technical team played a crucial role in helping us review our complex application landscape – which included many legacy systems – and set out a migration plan that allowed us to get our workloads to the cloud swiftly and safely."

Octavio Gonzalez Loza
Director General of Information Technologies, Jalisco State Government

State-wide IT gets an upgrade

Combining traditional 3-tier compute, storage, and networking in one platform, Lenovo ThinkAgile HCI solutions offer Jalisco State Government a ready-made platform for hybrid cloud. The organization has centralized core government services on two Lenovo ThinkAgile HX series clusters, comprising 42 compute and storage nodes, which in turn support some 295 virtual machines, virtualized with Nutanix AHV.

The HCI supports a wide variety of workloads, from procurement systems and web portals to systems used to manage appointments and medical records across different dependencies of the Jalisco State Government.

Hardware
Lenovo ThinkAgile HX3350
Lenovo ThinkAgile HX3320
Lenovo ThinkAgile HX5520

Software
Lenovo XClarity
Nutanix Cloud Platform:
- AOS
- AHV
- Prism Ultimate
- Nutanix Unified Storage
- Nutanix Database Services

Services
Lenovo Managed Services
Lenovo Premier Support

With integrated Lenovo XClarity and Nutanix Prism software serving as a single management console, Jalisco State Government gains unified visibility and control of both physical and virtual environments. The organization has also engaged Lenovo Managed Services to provide infrastructure configuration, provisioning, and deployment services, as well as round-the-clock monitoring of the HCI. Meanwhile, Lenovo Premier Support teams are on hand to ensure prompt assistance in the event of any issues.

"With managed services and support from Lenovo, we can lift the burden of day-to-day management from our own teams and gain greater peace of mind," says Gonzalez Loza. "The collaboration gives us the freedom to focus on more critical processes and value-add activities. Equally, using Nutanix Prism Ultimate version gives us tools such as chargeback and cost metering, which will support us as we build out our government cloud."

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"We have been working with Lenovo Managed Services for more than three years now, and we are very happy with the results. The Lenovo team brings great added value to our data center operations, providing continuous monitoring and helping us proactively detect and resolve possible failures in our infrastructure."

Octavio Gonzalez Loza
Director General of Information Technologies, Jalisco State Government

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Results

Today, the Lenovo and Nutanix HCI platform hosts more than 70% of Jalisco State Government's workloads. With operations from 25 government agencies now united on a single hybrid cloud platform, the organization has been able to cut considerable cost and complexity from its state-wide infrastructure.

Gonzalez Loza comments: "The HCI from Lenovo and Nutanix has helped us simplify our IT infrastructure, driving valuable cost savings and making day-to-day operations much easier. The solution has allowed us to create and enable dynamic computing environments. This then allows technical staff to spend less time on day-to-day tasks and concentrate on mission-critical matters."

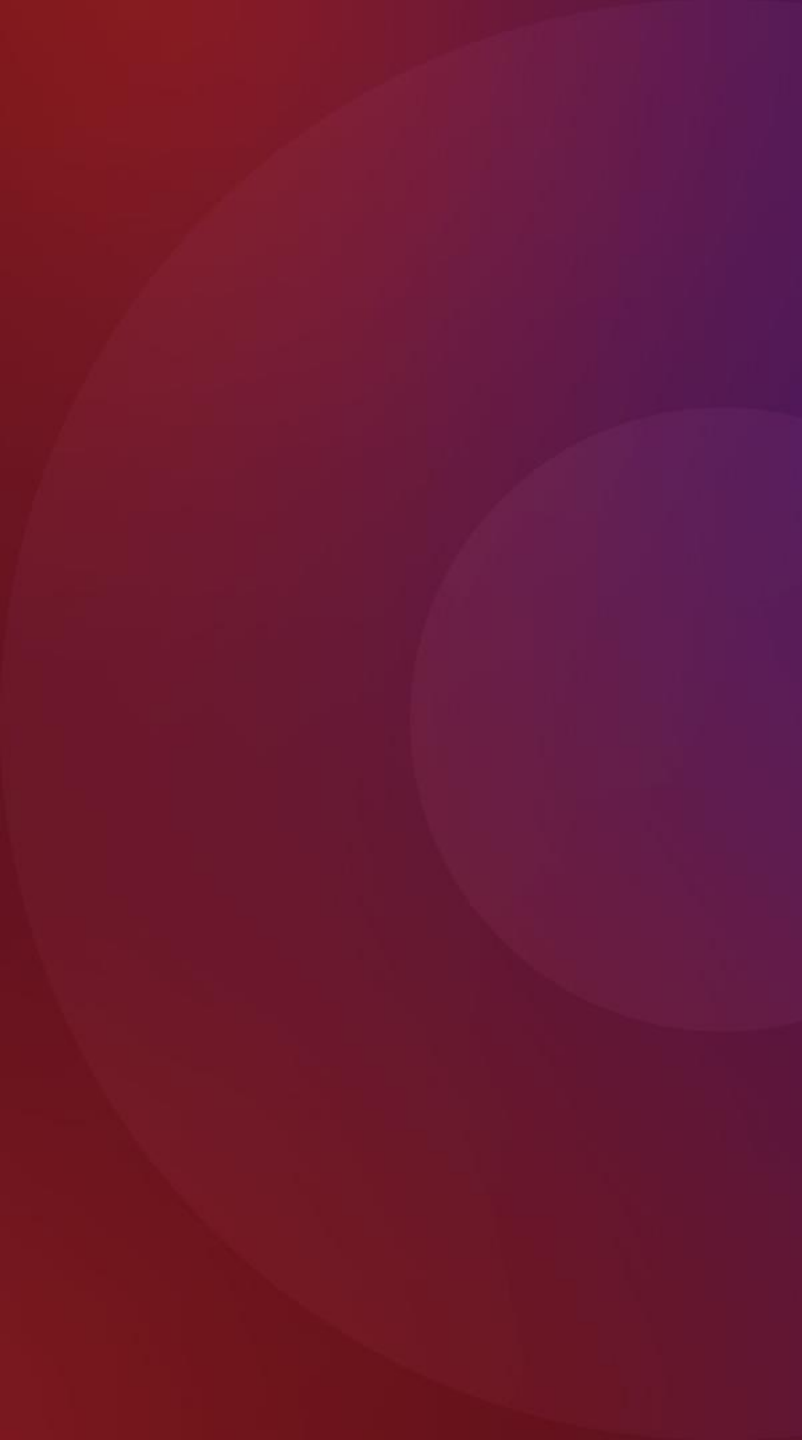- >70% of government services supported by Lenovo-Nutanix HCI
- Enables faster delivery of modern services for citizens
- Cuts cost and complexity by consolidating on a unified cloud platform
- Managed service offering frees IT teams to focus on innovation

Nutanix technologies are helping Jalisco State Government's relatively small IT team punch well above its weight, thanks to extensive automation. For example, Nutanix Life Cycle Manager automates and accelerates firmware updates, shrinking maintenance windows to minimize business disruption, and boosting security by keeping systems up to date. Most recently, Jalisco State Government has introduced Nutanix Era, a database-as-a-service tool that makes it easy to spin up new databases on demand on the Lenovo servers whenever business users require them. Future plans include an internal marketplace portal that will allow business users to automatically deploy and pay for services from a catalog, without having to request them from the IT team.

With compute and storage resources now pooled in a shared cloud environment, Jalisco State Government can deploy new workloads with greater speed and flexibility, helping it continue evolving public services to best serve citizens.

"The Lenovo and Nutanix HCI solution helps us work faster and more efficiently," confirms Gonzalez Loza. "It has reduced the time taken to put new services into production, helping us respond faster to citizens' changing needs."

"Our data and analytics workloads are high volume and require very high redundancy. With the Lenovo ThinkAgile HX platform, we can run these mission-critical applications with complete confidence."

Octavio Gonzalez Loza
Director General of Information Technologies, Jalisco State Government

How do you support fast, flexible delivery of public services?

Working more efficiently in the cloud
with Lenovo and Nutanix technology.

Explore Lenovo ThinkAgile HX Series

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