Government | Chile

Strengthening public safety

Investigative Police of Chile

The Investigative Police of Chile engaged Lenovo and ANIDA to refresh an aging IT system with a hyperconverged infrastructure solution. Powered by Lenovo ThinkAgile VX Series, the platform boosts compute performance by 80%—enabling the organization to deliver innovative digital tools to assist police officers.

1 Customer background

Who is the Investigative Police of Chile?

The Investigative Police of Chile is a specialized, professional, and scientific institution that forms a core part of the country's public order and security forces. Within the Investigative Police of Chile, the Department of Information Technology and Digital Transformation is responsible for delivering key digital services and driving the organization’s ongoing digital transformation.

2 The challenge

The Investigative Police of Chile aims to strengthen the justice system, prevent crime, and ensure public safety through criminal investigations, evidence-gathering, and international security cooperation. Behind the scenes, the Department of Information Technology and Digital Transformation plays an important role in supporting these objectives.

Francisco Figueroa, Deputy National Head of the Department of Information Technology and Digital Transformation within the Investigative Police of Chile, explains: “Technology is vital for modern policing. One of our main goals is to provide the IT infrastructure and services that help to fight crime and protect citizens.”

For several years, the Investigative Police of Chile relied on a hyperconverged infrastructure (HCI) platform to deliver digital capabilities to more than 13,000 professionals and officials. However, as demand for digital services grew and the system aged, it was quickly approaching capacity.

“During periods of peak demand, the utilization of our previous system reached up to 99.6%—significantly reducing the stability of our applications. To solve these challenges and **lay the foundation for the next generation of digital policing tools**, we looked for a new infrastructure platform.”

Francisco Figueroa

Deputy National Head, Department of Information Technology and Digital Transformation,
Investigative Police of Chile

3 The solution

Working with trusted partners

Working with its trusted partner ANIDA, the Investigative Police of Chile engaged Lenovo to build a brand-new HCI infrastructure to support its ongoing digital transformation.

Combining solutions from VMware, Veeam, and Fortinet, the new platform is based on 10 high-performance Lenovo ThinkAgile VX665 V3 Certified Nodes deployed in a high-availability configuration across three separate data centers.

Hardware

Lenovo ThinkAgile VX665 V3 Certified Nodes

Software

Lenovo XClarity
Veeam Backup & Replication
Veeam ONE
VMware Cloud Foundation

Services

Lenovo Premier Support for Data Centers

3 The solution

Smooth migration, easy management

Working with ANIDA and Lenovo, Investigative Police of Chile rapidly deployed the new infrastructure and migrated 200 VMware virtual machines to the new platform. Using Lenovo XClarity software, the organization can manage its new HCI solution from a single point of control—helping to streamline day-to-day management and maintenance activities.

“The ANIDA team was very agile and responsive—and within just a few weeks, our new environment was fully up and running,” recalls Figueroa. “The support we received from Lenovo was also excellent. During the deployment process, one of our nodes failed; the Lenovo team immediately sent out a team to replace it.”

“Our Lenovo infrastructure works, and it **works well**. In the unlikely event of an issue with our primary data center, we can use Veeam Backup & Replication to **recover our services within minutes**—much faster than before.”

Francisco Figueroa

Deputy National Head, Department of Information Technology and Digital Transformation, Investigative Police of Chile

4 The results

Through its partnership with Lenovo and ANIDA, the Investigative Police of Chile has deployed a robust HCI platform that will empower the organization to provide innovative digital tools to thousands of police officers.

“We now have 1 PB of capacity at each of our three data centers, which gives us the headroom to launch new services,” says Figueroa. “For example, we recently digitized more than 3.5 TB of police records, which are now instantly and securely accessible on Lenovo HCI platform.”

- 80% boost in compute performance
- Eliminates application stability issues
- Creates headroom for new digital services

4 The results

Supporting always-on operations

Crucially, the Lenovo HCI solution has eliminated the organization's previous application stability issues. The new Lenovo ThinkAgile VX nodes deliver an 80% reduction in end-user application response times, helping to ensure that mission-critical services are always accessible and performant.

"Without the Lenovo infrastructure we have today, we would be falling way behind in our transformation journey," confirms Figueroa. "Our Lenovo solution gives police officers a dependable platform to store and manage digital evidence—data that is growing by up to 5 TB year on year."

4 The results

Planning for the future

Building on the success of its partnership with Lenovo and ANIDA, the Investigative Police of Chile is already looking to the future. The organization has recently decided to refresh its endpoint devices for 13,000 users with Lenovo notebooks and workstations, and started a brand-new digital initiative for immigration control.

“Every year, there are more than 25 million border crossings in Chile,” says Figueroa. “To help enhance border security, we will work with Lenovo and ANIDA to deploy edge computing solutions to our border crossing points—enabling central, real-time insights into border-crossing data.”

“With our Lenovo HCI solution, we get **cloud-like flexibility with on-premises security and data sovereignty**. One of our next major initiatives will be to explore opportunities to leverage generative AI technology to support policing work. Our Lenovo ThinkAgile VX Series solution **brings these game-changing capabilities within easy reach**.”

Francisco Figueroa

Deputy National Head, Department of Information Technology and Digital Transformation,
Investigative Police of Chile

Why Lenovo?

As well as providing proven HCI solutions, Lenovo offered the Investigative Police of Chile the certainty of rock-solid support services.

“When we started evaluating the market, we were drawn to Lenovo’s excellent balance of price and performance,” says Figueroa. “As we got deeper into the selection process, what really made Lenovo stand out were its services. With Lenovo Premier Support for Data Centers, we know that any issues we face will be resolved quickly.”

“Working side-by-side with our colleagues at Lenovo, we helped the Investigative Police of Chile deliver a modern HCI solution that will **contribute to the safety and security of people across Chile**. Based on the success of the project, we’re delighted that the the Investigative Police of Chile is becoming a role model for other digital transformation initiatives in the public sector.”

Felix Bendezu

Senior Solutions Architect, ANIDA

How can police forces adopt innovative tech faster?

With a HCI solution from Lenovo, the Investigative Police of Chile boosts compute performance by 80%—creating headroom for new digital services.

Explore Lenovo ThinkAgile Solutions

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