

Government

Supporting citizens with reliable digital services

Superintendencia de Seguridad Social

Millions of people in Chile require rapid access to state financial aid. Local business partner Intergrade empowers SUSESO to help vulnerable people by providing highly responsive managed IT services, powered by Lenovo and Nutanix solutions.



Lenovo

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Who is SUSESO?

Founded in 1927 by the Department of Social Security in Chile, the Superintendency of Social Security (SUSESO) is an independent state body attached to the Ministry of Labor that is responsible for supervising compliance with social security regulations. SUSESO's core mission is to protect the rights of people and their families and ensure that all people with benefit entitlements receive state support. At the same time, the organization conducts research to assess how Chile's benefits system is addressing social challenges.



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The Challenge

Over five million people in Chile rely on social security support provided by SUSESO, including family allowances, medical leave payments, subsidies for mothers, unemployment support, and more. To improve the citizen experience and enhance efficiency, SUSESO has fully digitalized its services—making robust IT infrastructure critical to its daily work.

When the COVID-19 pandemic led more people to claim government financial support, SUSESO saw data volumes surge to 400 million digital transactions a year. This put huge pressure on the organization's IT infrastructure—leading to some data-intensive calculation processes taking up to nine days to complete. With these delays posing a potential risk to the timeliness of benefits payments, SUSESO decided to act immediately.



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“Millions of people rely on us to help them access vital social services and financial aid. When we saw a dramatic increase in demand for social security services during the pandemic, we decided to scale our IT infrastructure to keep pace. We had built and managed our own IT infrastructure for many years, but it was time-consuming and costly to manage ourselves, so we looked for a more efficient approach.”

Luis Andrés Báez Arribada

Head of Technology and Operations,
Superintendencia de Seguridad Social

Building new partnerships

To meet growing data volumes, SUSESO teamed up with Lenovo and local business partner Intergrade to move its core systems to a new hyperconverged infrastructure (HCI) solution based on a Lenovo ThinkAgile HX5520-C Appliance. Today, 75% of SUSESO's processes are deployed on the Lenovo ThinkAgile HX appliance, running the industry-leading Nutanix Cloud Platform.

Lenovo Deployment Services worked with SUSESO to install the new HCI platform in under 30 days, which is delivered in a managed Infrastructure-as-a-Service (IaaS) model by Intergrade and supported by Lenovo.

Hardware

Lenovo ThinkAgile
HX5520-C Appliance

Software

Nutanix Cloud Platform -
Nutanix AHV

Services

Lenovo Deployment Services -
HX Series Nutanix
Lenovo Keep Your Drive Service



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“Moving to a managed IaaS model opens a new chapter for us in terms of cost-efficiency and reliability. With Lenovo and Intergrade on hand to support our digital services, we have full confidence in our ability to provide rapid, reliable social support to citizens.”

Luis Andrés Báez Arribada

Head of Technology and Operations,
Superintendencia de Seguridad Social

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Results

By moving to the HCI cloud platform from Lenovo and Nutanix, SUSESO has eliminated the burden of managing its own IT estate and benefits from rapid support from Integrate and Lenovo.

At the same time, the organization has reduced the time required to complete key payment calculations from nine days to under 30 hours—86% faster. Crucially, SUSESO can now complete payroll calculations in less than 30 minutes, helping to ensure that every claimant receives their benefits on time.



86% faster payment calculations



Helps ensure on-time benefits payments



Frees IT to focus on value-added work

Taking efficiency to new heights

SUSESO can now carry out much more complex, data-intensive analysis tasks since adopting the Lenovo and Nutanix solution—unlocking new insights for the organization.

Luis Andrés Báez Arribada, Head of Technology and Operations at SUSESO, explains: “We have noticed significant improvements in response times for complex data processing tasks. For instance, one process that helps us identify who should be beneficiaries of the March Permanent Family Contribution—a benefit that reaches more than 1.5 million people—went from taking days, to just a matter of hours. Many of these analysis activities, especially those that involve sophisticated algorithms, simply wouldn’t have been possible to carry out with our previous infrastructure. This gives us much greater insight that we can use to drive effective strategic decisions.”



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“By moving to an IaaS model with Intergrade, we’ve practically eliminated all IT maintenance tasks from our daily work, which means that we have more time to focus on higher-value activities, such as exploring how demand for social services may change in the years ahead. The efficiency improvements are really important too, as it helps us to keep payment processes running like clockwork.”

Luis Andrés Báez Arribada

Head of Technology and Operations,
Superintendencia de Seguridad Social

Why **Lenovo**?

After managing its own IT infrastructure for many years, SUSESO was keen to find a technology partner that could handle its sophisticated environment efficiently and effectively.

“We looked for a partner that would be really proactive in supporting us,” explains Luis Andrés Báez Arribada. “Lenovo has gone above and beyond. There have even been instances where Lenovo engineers have arrived on site to replace or repair a device before we’ve even noticed that there is an issue. Similarly, Intergrade really have taken the stress out of managing our IT environment, which gives us more headspace to focus on service development.”



Partner perspective: Intergrade S.A.

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Working with SUSESO and Lenovo provided us with an excellent opportunity to expand our operations and help a very important Chilean institution improve people’s lives. This is the first time we’ve offered managed IaaS operations to such a large organization—a service line that we plan to expand in the years ahead.”

Juan Carlos Barriga

Commercial Manager, Intergrade S.A.



How can government organizations help vulnerable citizens?

Together with Lenovo and Intergrade, SUSESO levelled up its IT infrastructure—supporting faster benefits payment processes.

[Explore Lenovo ThinkAgile HX Series](#)