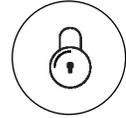




Process automation



Savings in operational and infrastructure cost



Greater security, control and modernization

Agesic Chooses VMware Technology to Optimize State Internal Processes and Provide a Better Digital Experience for Citizens

Agesic transformed the manual method in which citizens interact with the State, ensuring that all procedures can be done digitally.

VMware solutions helped achieve this goal by creating a secure and robust digital services platform that works 24 hours a day, all year round.

Challenges

When Agesic decided to transform Uruguay into one of the most advanced digital countries in the region, it clearly visualized the need to opt for virtualization technology. This would enable them to make better use of their infrastructure resources with a fast and seamless implementation. "Since 2008, Agesic was clear on the path toward the goal to virtualize 100% of the services provided by the agency. For this reason, we began to work with virtualization software which is how we began using VMware, bringing the first cross-division services for the State via this platform," says Gabriel Hernandez, IT Infrastructure and Operations Director at Agesic.



Uruguay Presidencia



The Agency for e-Government and Information Society (Agesic) is the executing unit with technical autonomy dependent on the Presidency of the Eastern Republic of Uruguay. Agesic seeks to innovate and streamline how people relate to public administration, focusing on "digital inclusion" of all citizens. Their efforts have yielded remarkable results. According to The United Nations (UN) Global Digital Government Rankings 2020, Uruguay is the leader in Latin America and the Caribbean and the second in the Americas after the United States.

INDUSTRY

Government

COUNTRY

Uruguay

VMWARE FOOTPRINT

- VMware vSphere
- VMware vCenter
- VMware vCloud Suite
- VMware Cloud Director
- VMware NSX
- VMware vSAN

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Network, software, and storage environment:

The physical networking is SPINE-LEAF type, and VMware NSX-V is used within the virtualized infrastructure. For providing memory and disk processing resources, servers between 512 and 768 GB of memory and VMware vSAN are used as a storage service. We started using vSAN at the end of 2015 with hybrid servers (SSD and HDD). Today, they are used with AF (All-Flash) disks for productive clusters. While traditional storage is kept, the increased production capacity runs on VMware vSAN.

The solution

The virtualization process began with the cross-divisional services that Agestic provides to the rest of the state organization. From 2011 to 2012, the agency led the consolidation efforts of the entire Presidency subsection into a single data center. It also consolidated all the Presidency units that were moved to the same building. In order to accomplish the set goal they had to create a private cloud based on VMware technology. "These services were provided under the Infrastructure as a Service (IaaS) modality with the objective that the different business units under the Presidency could execute and implement their projects using the same technology, without the need to acquire additional hardware making it the first privacy cloud under the Presidency," according to Carlos Lema, Agestic Engineering Manager.

At that time, the organization had 300 virtual machines that were migrated to the cloud. "At this point, we implemented VMware vSphere, VMware vCenter, and VMware Cloud Director and began to work with the different units to migrate their services to the cloud as well. Thanks to VMware vCloud Director, VMware vCloud Suite, VMware NSX and VMware vSAN solutions, we have more than 5,200 virtual machines in a Cloud located in two different data centers, enabling the services implemented on this infrastructure to improve on their availability."

Business impact

Within the organization, the main advantage from the implementation was security and the quick turnaround of resources available for different projects. Prior to having software defined data centers in the Presidency, every infrastructure project faced a major challenge, which was the need to acquire hardware to get the work done. "Currently, we have a good handle on capacity that enables us to grant processing, memory, and disk resources in a matter of hours, as well as the necessary connectivity and security," highlights Carlos Lema.

The impact on our citizens has been very positive. This is due to the agency's cross-divisional projects that look to optimize the State's internal processes. This in turn translates into better services for citizens, providing easy access to proceedings and digital services. The most notable projects are the Digital Clinical History, which aims to improve the healthcare process for users of the Uruguayan health system. The Digital Signature, User gub.uy, allows via a single account, access to documents and the ability to follow up on State digital procedures and services.

The electronic records seeks to help citizens find all the necessary information regarding procedures with the Uruguayan State and to gradually eliminate the paper format for administrative processes and services and the Public Services Catalogue.

"Simultaneously, Agestic achieved a 37% reduction in CAPEX due to centralized acquisitions, and OPEX decreased dramatically, thanks to automation and security that was considerably improved through a single sign-on for all users," mentions Gabriel Hernandez.

Looking toward the future

Agestic is committed and forging its path toward the transformation of Uruguay into the most advanced digital society in the region. We want Uruguay to develop a digital society and "transforming Uruguay" will be a consequence, not the primary objective. "We have VMware technology to increase the quality and transparency of digital government," said Gabriel Hernandez. "Information security, interoperability, service to the citizens, e-participation, digital services, personal data protection, public information access, and digital signature solutions are achievements that continue to drive us toward our goal," concludes Hernandez.

"This project contributed to making Uruguay into the most advanced digital society in the region, receiving international recognition for the the quality of its digital government with security of its information."

GABRIEL HERNANDEZ
IT INFRASTRUCTURE AND OPERATIONS DIRECTOR,
AGESIC
