



Quintana Roo is a coastal state in southeast Mexico. The Finance and Planning Secretariat of the Quintana Roo Government is in charge of the public finances administration.

### **Challenge: Reduce latency and complexity**

- Legacy environment delivered poor performance, was unfit for the future
- Siloed systems and inefficient processes made IT operations complex
- Slow transactions meant long lines for users and long hours for employees
- Deficiencies inhibited tax collection, affecting state and national finances

### **Solution: Integrate and refresh IT environment**

- Acquired new system to integrate all finance operations and processes
- Modernized IT operations with HPE 3PAR, HPE BladeSystem and HPE MSA
- Chose hybrid array to meet budget and application requirements
- Environment is fully virtualized through VMware ESXi and vCenter

### **Results: Enhance service for citizens**

- Deliver 10X performance, 24X faster backups and 2:1 data efficiency
- Reduce attention time from 15 minutes to 4, increasing user satisfaction
- Lower stress with reliable infrastructure, HPE InfoSight, HPE Proactive Care
- Efficient collection at offices, online and other sites increases tax income





“HPE 3PAR delivers much greater performance and easier administration. Reliable technology allows my team and I to take vacation time. The system is working at 1000% performance compared to legacy equipment. And other Secretariats are looking to host their services with us and replicate this infrastructure”.

– José Antonio Cervera Flores, IT Technical Director,  
Finance and Planning Secretariat, Government of  
Quintana Roo