



Poder Judicial del Estado de Querétaro  
Querétaro, Mexico  
www.tribunalqro.gob.mx

### Industry:

Public Sector

### Annual Revenue:

US\$27 million

### Employees:

1,000

### Oracle Products & Services:

Oracle Database Enterprise Edition  
Oracle Real Application Clusters  
Oracle Tuning Pack  
Oracle Fusion Middleware  
Oracle Application Server Enterprise Edition  
Oracle Identity Management  
Oracle SOA Suite  
Oracle Business Process Analysis Suite

**“Oracle Fusion Middleware, Oracle SOA Suite, Oracle Business Process Analysis Suite, and Oracle Identity Management provided us with quick and secure access to judicial information and granted us the ability to reliably share it and send documents and citizens’ cases among public offices.”** – José Villalón Charre, Director of Information Services, Judicial Branch, State of Querétaro

## State of Querétaro Judicial Branch Extends Information Visibility and Accelerates Cases by 80%

Poder Judicial del Estado de Querétaro (State of Querétaro Judicial Branch) is responsible for imparting justice and exercising society’s institutional values to preserve law and order. The organization works with the state’s attorney general’s office to offer service to 2 million residents, managing approximately 26,000 cases each year.

### Challenges

- Implement a highly available IT infrastructure to guarantee secure information transfer
- Automate administrative processes to collect information from files quickly and reliably
- Achieve operating efficiency to accelerate cases and offer excellent service to citizens
- Eliminate inefficient manual procedures and reprocessing of information

### Solution

- Implemented a highly available IT infrastructure, facilitating secure collaboration and information transfer between the judicial branch and the attorney general’s office
- Automated administrative processes, ensuring detailed and reliable follow-up of 26,000 files and judicial documents per year
- Achieved operating efficiency by allowing citizens, trial lawyers, and the prosecutor’s office to consult files online, which accelerated case disposition by 80%
- Provided self-service capabilities in a Web environment, handling an average of 1,552 daily online queries from trial lawyers, the prosecutor’s office, and citizens
- Automated administrative processes, reducing manual procedures and reprocessing of information by 95%
- Achieved 100% security for information transfers via Oracle Identity Management
- Established a digital statistical repository of the cases managed each year