



GOBIERNO DEL
ESTADO DE MÉXICO

Sistema Estatal de Informática
Gobierno del Estado de México
Toluca, Mexico
www.edomex.gob.mx

Industry:

Public Sector

Employees:

169

Oracle Products & Services:

Oracle Database Enterprise Edition
Oracle Real Application Clusters
Oracle Application Server
Oracle WebCenter Suite
Oracle Universal Content Management
Oracle BPEL Process Manager

Oracle Partner:



Consistent
www.consistent.com.mx

“With our Oracle applications-based infrastructure, we now have secure information visibility and transparency throughout the organization. Also, our Web site dynamically categorizes content, as well as facilitates citizens' inquiries and transactions.” – Ignacio Funes Maderey, General Manager of the State Informatics System, Sistema Estatal de Informática Gobierno del Estado de México

Sistema Estatal de Informática Gobierno del Estado de México Improves Online Service to Citizens

Sistema Estatal de Informática Gobierno del Estado de México is located in Toluca, Mexico and serves as the IT organization for all agencies in the state government. Its mission is to coordinate technology among the state's 17 secretariats and affiliated institutions.

Challenges

- Consolidate and organize the content of multiple Web sites of the state's various secretariats and affiliated institutions
- Provide citizens secure access to electronic services, enabling them to pay taxes, execute transactions, and make inquiries through a single, user-friendly Web site
- Accelerate procedures for authorizing, revising, and distributing content throughout the state's various secretariats

Solution

- Consolidated and organized information and content of multiple Web sites for the 17 secretariats and affiliated institutions
- Established a consolidated database, extending information visibility and transparency throughout the organization, as well as to citizens
- Implemented Oracle Universal Content Management to standardize, administer, and accelerate authorization and distribution of up-to-date content online
- Created an easy-to-access, user-friendly Web site, improving electronic service to citizens—ultimately increasing Web site visits by 50%
- Improved procedures for paying taxes online, increasing citizen use of online transactions by 12% per year
- Automated back office procedures, such as revision and approval of documents for awarding scholarships, accelerating the process from three months to three weeks
- Created a unique secure access key for the organization's internal data and documents
- Used Oracle Real Application Clusters to speed up system navigation and accessibility, accelerating the time required to queue the Web site from 15 seconds to 5 seconds
- Worked with Oracle Partner Consistent to ensure an effective and efficient implementation