

# Regional Government Creates Collaborative Cloud Model

Customer Case Study



Castilla-La Mancha optimizes budgets and the delivery of public services in Spain.

## EXECUTIVE SUMMARY

**Customer Name:** Castilla-La Mancha

**Industry:** Government

**Location:** Spain

**Number of Employees:** 70,000

### Challenge

- Develop shared services model for accelerating Cloud strategy
- Roll out eGovernment services to a widely dispersed population
- Create online learning and virtual classroom platform

### Solution

- Cisco Unified Data Center vision, architecture, and technologies
- Cisco Unified Computing System to support a multi-tenant Cloud approach

### Results

- Provisioning of services has been cut from weeks to minutes
- Potential savings of \$550,000 (€400,000)
- One platform for accelerating e-Government, e-Education, and e-Healthcare

## Challenge

The Regional Government of Castilla-La Mancha provides health, education, and administration services for 919 municipalities, 54 percent of which have less than 500 inhabitants. It employs around 30,000 healthcare workers, 30,000 educators, and 12,000 administrators.

“This environment presents one of Spain’s most challenging demographics for delivering public services,” says Pedro-Jesus Rodriguez Gonzalez, Head of IT and Internet for Castilla-La Mancha. “Although much of the population lives in five major cities, a significant portion of its citizens are widely dispersed.”

As well as finding new and innovative ways to deliver public services, Castilla-La Mancha is constantly being challenged to “do more with less.” Despite shrinking budgets, it remains focused on ensuring social inclusion and equal opportunities for students and citizens, regardless of their place of residence.

“The region has broadband penetration rates of about 95 percent. We wanted to find the best approach for maximizing this opportunity,” says Gonzalez.

By implementing a Cloud strategy, Castilla-La Mancha sought to extend reach and accelerate the rollout of e-government (pensions, tax, passports, driving licenses, vehicle registration, and so on) while also developing Papás 2.0, an innovative web portal connecting over 100 educational centers with online learning and virtual classroom services.



**“Cloud computing will be a key technology. It will allow us to consolidate data centers, share resources between all government areas, obtain economies of scale, and drive commonality of systems and applications.”**

---

Pedro-Jesus Rodriguez Gonzalez  
Head of IT and Internet  
Castilla-La Mancha

## Solution

Working with the Department of Presidency, Castilla-La Mancha created a unique partnership model for sharing budget and accelerating the cloud strategies of both organizations. This was achieved by implementing the [Cisco Unified Computing System™](#) (UCS), a next-generation data center platform specifically built to address the essential requirements of cloud for:

- Measuring service
- Rapid elasticity
- On-demand self service
- Broad network access
- Resource pooling.

“Cisco was the only vendor that could help us to meet our deadline,” says Gonzalez. “The idea of integrating computing, networking, virtualization and storage under a single vendor, with one point of contact, was very attractive.”

UCS is a key component within Unified Data Center, Cisco’s vision and architectural framework for data center evolution. The solution enabled Castilla-La Mancha to integrate 16 UCS blade servers, EMC CLARiiON CX4-480 storage, and the VMware vSphere 4.1 hypervisor into a single, unified system.

The Cisco UCS platform is being used to simplify and automate provisioning across eight virtual data centers—over 100 virtual machines supporting the Papás 2.0 system, email servers, and web servers. The platform was sized to handle the workload with plenty of room to accommodate growth.

## Results

Castilla-La Mancha’s cloud computing model will allow it to rationalize and centralize data centers—from 18 main sites and 30 smaller facilities to two. This process will also see the consolidation of 130 physical servers, 35 of which were end of life. With each data center costing around \$55,000 (€40,000), this offers a potential total saving of \$550,000 (€400,000).

Management of data center operations has been greatly simplified. “We serve around 700 government sites and support over 70,000 end users. “The Cisco UCS solution lets us automate workloads by creating service profile templates. This ‘configure once, use many times’ approach frees up our technicians to get involved in higher value tasks,” says Gonzalez.

In the future, Castilla-La Mancha may further centralize IT management and avoid the expense of desktop refreshes by using the UCS platform for implementing virtual desktop infrastructure. “Cloud computing will be a key technology. It will allow us to consolidate data centers, share resources between all government areas, obtain economies of scale, and drive commonality of systems and applications,” says Gonzalez.

Education is one of the first beneficiaries. Over 7000 students, 30,000 teachers and 16,000 parents currently use Papás 2.0 and these numbers continue to grow. Using the system, teachers can create virtual classrooms so information can be shared and accessed regardless of the location of the students. The system also enables knowledge and expertise to be more easily exchanged between different schools.



**“Before, it could take days, or in some cases, weeks to provision a new service. With the ability to very easily and rapidly scale-up services, we can now get a virtual data center up and running in around eight minutes.”**

Pedro-Jesus Rodriguez Gonzalez  
Head of IT and Internet  
Castilla-La Mancha

“IT is no longer just a subject, but a main part of the student’s daily routine,” says Gonzalez. “The students are being educated with the tools they will be using in their future workplace.”

Papás 2.0 is also proving to be popular with parents who benefit from richer and more regular interactions with schools. As a result, they can keep better track of their child’s progress and, if required, take corrective action faster and at an earlier stage.

Access to Public Services has also been transformed. Cisco UCS will enable Castilla-La Mancha to accelerate its longer-term eGovernment strategy for digitizing and cost-effectively extending services, not just to the cities, but also to rural areas across the region.

“Before, it could take days, or in some cases, weeks to provision a new service,” says Gonzalez. “Cisco UCS gives us the ability to very easily and rapidly scale-up services. We can now get a virtual data center up and running in around eight minutes. Moreover, we can match any approach (cloud, outsourcing, and internal hosting) to any application, in a way that delivers the best value for money.”

### Next Steps

As part of a strategic collaboration between the regional government and the department of health, Castilla-La Mancha’s computing platform is being used to deliver cloud-based healthcare services for a local hospital. If successful, the trial could provide new opportunities for other hospitals and healthcare providers to optimize budgets and operational efficiency for clinicians, carers, and patients.

### For More Information

To learn more about Cisco Unified Data Center solutions, please go to:  
[www.cisco.com/go/datacenter](http://www.cisco.com/go/datacenter)

### Product List

#### Data Center

- Cisco Unified Computing System



**Americas Headquarters**  
Cisco Systems, Inc.  
San Jose, CA

**Asia Pacific Headquarters**  
Cisco Systems (USA) Pte. Ltd.  
Singapore

**Europe Headquarters**  
Cisco Systems International BV Amsterdam,  
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: [www.cisco.com/go/trademarks](http://www.cisco.com/go/trademarks). Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)