

## Hidalgo State Government, Mexico

A centralized and uniform data and communications solution throughout the state to improve operational efficiency and better serve its citizens.

“The ALE solution has transformed the daily work experience for our employees with greater mobility, security and reliability. We appreciate ALE’s constant commitment and ability to respond to our specific needs.”

Edwin Mellado Garcia,  
Dir. General de Innovación Gubernamental,  
Oficialía Mayor del Poder Ejecutivo del Estado  
de Hidalgo

Hidalgo is a state in Mexico known for its mountainous terrain, with a population of over 3 million people and about 21,000 square kilometers. The state employs more than 6,000 workers across 300 offices. Since 2012, the Innovation Directorate of Hidalgo has worked to modernize public administration. This project aims to simplify sharing information between communities while ensuring high availability, better security, and support for advanced communications.

### CHALLENGES

Hidalgo’s telecommunications infrastructure had many issues. The equipment was outdated, which created inefficiencies in communication between government agencies and also affected the delivery of services to citizens. Additionally, the network was fragmented. Departments and offices had little integration, which led to high maintenance costs and complicated management. These issues made it hard to provide quality services. The old systems also couldn’t support new applications or digital services. They had security vulnerabilities and limited options for backing up data.

### ACTION

The state turned these challenges into technical goals. These included:

- Using modern equipment with advanced features
- Designing a strong, scalable network
- Installing centralized management systems
- Implementing advanced security protocols
- Building an infrastructure that supports both current and future technologies

These solutions were aligned with Hidalgo’s goals for modernization and efficiency. Using Alcatel-Lucent Enterprise equipment, the state created a unified, high-speed communications network. The new system offers centralized management, better security, lower maintenance costs, and scalability for future growth.

### PRODUCTS AND SOLUTIONS

Alcatel-Lucent OmniSwitch® [6450](#), [6465](#), [6560](#), [6860](#), [6900](#) and [9900](#)

Alcatel-Lucent OmniAccess® [Stellar AP1321](#) and [AP1361](#)

[Alcatel-Lucent OmniVista 2500](#)

[Rainbow™ by Alcatel-Lucent Enterprise](#)

[Alcatel-Lucent IP phones](#)

[OmniPCX Enterprise Communication Server](#)

### RESULTS

#### Technical Benefits

- Minimized service interruptions and improved stability with a more robust and resilient network
- Multiple layers of security and advanced protocols for the protection of government data and communications
- Technical training for the government’s technical staff to maintain the new system effectively
- An infrastructure that is capable of expansion for implementation of future technology enhancements

#### Financial Benefits

- Lower operating and maintenance costs due to fewer technical interventions and better energy usage
- 20% savings in telephony costs through integration with the data network for voice traffic
- 15% optimization of staffing costs due to centralized administration and management of the network

#### User Experience Benefits

- Faster, more stable connectivity, improving productivity
- Improved communication between departments due to more robust IP telephony system, high-quality video conferencing, document sharing and collaboration tools
- Consistent quality of service across locations within government facilities

### Customer Story

MARKET: GOVERNMENT

DEAL IMPLEMENTED: 2024

COUNTRY: MEXICO

NUMBER OF USERS: 6000

COMPANY:

STATE OF HIDALGO

