

STATE'S LEGAL PROPERTY REGISTRY BECOMES A MODEL FOR MEXICO

The legal property registry for the State of Morelos has cut response times from up to a year to as fast as one day with a Dell cloud client-computing solution



State & Local Government

Mexico

Business needs

Despite the use of PCs at the Instituto de Servicios Registrales y Catastrales del Estado de Morelos, its mostly manual, paper-based processes were causing unacceptable response times and delays.

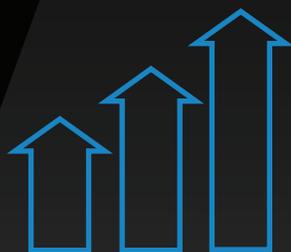
Solutions at a glance

- [Cloud Client-Computing](#)

Business results

- Raised citizen satisfaction
- Enabled better tax collections
- Improved data access
- Boosted reliability and cybersecurity

Increased
employee productivity



Accelerated
response times
dramatically



Morelos may be the second-smallest state in Mexico, but it has earned itself some of the nation's highest accolades for administrative efficiency, especially the state's Instituto de Servicios Registrales y Catastrales. At one time, the institute rated just 2.7 points out of 10 in a national evaluation. After its management and employees drove a major transformation from heavily manual, paper-based processes for filing public documents to more automated processes supported by technology, the institute's rating rose to 9.6 — first place in all of Mexico.

Today, the institute's now-streamlined operations provide a modernization model for the nation's entire public sector. The overhaul was much needed to handle the complex tasks involved in managing a registry of all property records in the state, with a population of almost 2 million and a land mass of 4,879 square kilometers (1,884 square miles). In fact, the institute handles more than 100,000 transactions a year.

Processing records manually

Records include owner identities and any encumbrances, including mortgages, so buyers can verify that any property they are purchasing is being sold by the actual owner and has a clear title. The institute also records all public notary operations throughout Morelos involving sales, mortgages, and mortgage cancellations. In support of this mission, the institute's IT group plays a critical role in securing and backing up all the databases and transactions made by notaries and providing legal certainty of records and data security.

"Before our modernization, our response times were from eight months to one year, because our recordkeeping was handled via a fragmented combination of PCs, typewriters and even handwritten notations," recalls General Director Alfredo García Reynoso, whose responsibilities include those of a chief information officer. "Obviously, delays like this were unacceptable, not only because of their inconvenience to our citizens but also due to their effects in slowing property transaction cycles and resulting lost tax revenues."

Deploying transformational technologies

To help transform the institute's registry processes, García Reynoso and his team decided they must take a more virtualized approach to IT — both in the institute's data center applications and their employees' working tools. They decided on utilizing thin clients for employees to help boost productivity and simplify desktop management. "Although we were using about 100 PCs in our offices, they weren't easy to manage," says Miguel Ángel Olivo, the institute's systems and technology director.

For help, they contacted MA Consulting Services, a Dell Premier Partner based in Mexico City. "After carefully evaluating our options," Olivo says, "Dell offered us the best quality, price and service, while Dell partner MA Consulting provided us with the expertise and support needed to modernize in the fastest, most efficient way possible."

To support both application virtualization and cloud client-computing, the institute installed two Dell PowerEdge rack servers in its data center. For employees, it deployed a combination of Dell Wyse C30 and V90 thin and Xenith Pro

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Alfredo García Reynoso

General Director, Instituto de Servicios Registrales y Catastrales del Estado de Morelos

2 zero clients, plus Dell OptiPlex 7000 Series desktops. “We designed the Dell virtualization and cloud client-computing solution to make processes more efficient, employees more productive and data more accessible,” says José Luis Alejandro, MA Consulting’s general director, in summing up the project’s objectives.

Gaining efficiency, productivity and data accessibility

With the institute’s modernization complete, the gains in efficiency, productivity and access have been transformational. “Document registrations that before could have taken up to a year can now be done in a day online, with the Dell virtualization and cloud client-computing solution,” says García Reynoso. “And our public notaries can access property records and issue certificates without using paper or having to physically handle documents, doing it all online from wherever they are.”

What’s more, García Reynoso cites an institute user survey that gave it a 98 percent satisfaction score as evidence of how positively the citizens view the agency’s performance improvements. “Our IT modernization has also enabled us to become much more disciplined in tax collection, which has made us the top source of tax revenues for the state,” he adds.

Overall reliability and cybersecurity have improved, too. “Our data is much better protected with the Dell solution, which has been extremely reliable,” Olivo says. “And in the few times we’ve needed support, the Dell response has been immediate. Such responsiveness has helped minimize disruptions and benefits our citizen users with continuous services.”



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Miguel Ángel Olivo

Systems and Technology Director, Instituto de Servicios Registrales y Catastrales del Estado de Morelos



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