

Puebla's Secure Digital Leap: State Launches Nation's First Digital Government Services



INDUSTRY

Government

HEADQUARTERS

Puebla, Puebla Mexico

COMPANY SIZE

59,378 employees

OVERVIEW

Located in east-central Mexico, the State of Puebla officially known as the Free and Sovereign State of Puebla is one of 32 states in Mexico. As of the Mexican census conducted in 2020, Puebla is the fifth most populated Mexican state, with 6,583,278 people. The state's capitol, Puebla, is the fourth largest city in the country.

OUR SOLUTION



CHALLENGE

The State of Puebla was Mexico's first state to launch a formal digital government initiative. This transformation aimed to make government services more accessible and convenient to its roughly 6.5 million citizens spread throughout 217 municipalities. The state wanted to move swiftly and securely. Today, Pedro Vallejo, general director of digital government at the State of Puebla, explained that the state currently



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Pedro Vallejo, general director of digital government at the State of Puebla



provides about 116 fully digital services. “With these services, the citizen doesn’t have to visit any government institution; they can do it all conveniently and securely online,” Pedro Vallejo said. In 2023 alone, the State of Puebla had about 13 million online visits.

Pedro Vallejo explained that to maintain high trust and engagement among citizens, every digital service needed to remain as secure as possible. “We’re creating an extension of the government to enable citizens to reach services from their homes or any place where they want to do their business online in a safe and reliable environment,” he said.

Currently, the State of Puebla manages 85% of its infrastructure in the cloud. This includes their Microsoft Azure environment and Google Workspace for corporate email. Their remaining infrastructure and applications reside on-premises.

As their cyber security tools were aging, Pedro Vallejo and the security team realized that to succeed in their government digital transformation efforts and to secure their hybrid environment adequately, the State of Puebla would need to find a new security provider that would help the security team secure their cloud, physical systems, endpoints, and user access — as well as provide comprehensive security management. “Our previous security tools and console were growing a bit old and needed a refresh,” Pedro Vallejo said.

SOLUTION

The state’s strategy, Juan Carlos Rodriguez, IT Manager at the State of Puebla explained, was to implement multiple layers of security defenses with discrete security tools that would provide granular levels of protection within their cloud infrastructure, cloud applications, endpoints, internally developed software, and to enable citizens to connect securely to the services they needed. The security architecture would also focus on securing state employees who worked remotely. “Security systems that provide more granular controls provide better protection,” Juan Carlos Rodriguez said.

The State of Puebla discovered all the capabilities that they sought to protect their online citizen services with Check Point. “We found dynamism in Check Point’s products, and Check Point provides compelling value,” Pedro Vallejo said. One of the key realizations that Check Point was the perfect fit, Vallejo explained, was that Check Point’s long-term cyber security vision matched his own and that of the State of Puebla. After meeting



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with several account managers and vice presidents, and listening to a presentation by Check Point's CEO, Pedro Vallejo concluded that "Check Point's vision is very much in line with our vision. It's about having a cyber security strategy that evolves according to your needs; not having more than you need, but certainly not having less."

Pedro Vallejo and team are able to get the right "amount of security for their needs" through the Check Point Infinity Platform agreement. Juan Carlos Rodriguez explained, "Thanks to our Check Point Infinity Platform agreement, we can also easily try new products and solutions -- as our requirements evolve. This gives us tremendous operational flexibility to expand our security very quickly, whenever needed. "

According to Juan Carlos Rodriguez, "the State of Puebla achieves that vision with CloudGuard Cloud Native Application Protection Platform (CNAPP), which provides the State of Puebla with effective cloud security stretching from R&D to runtime. CloudGuard CNAPP unifies workload security, visibility, and defensive controls emphasizing attack prevention and prioritization. Juan Carlos Rodriguez added that Check Point Code Security, part of CloudGuard CNAPP, keeps their code artifacts secure and compliant throughout their development lifecycle. At the same time, Harmony Email and Collaboration Suite protects the state's email and collaboration software.

Juan Carlos Rodriguez explained that the Infinity Portal unifies the state's security management across its networks, cloud systems, and endpoints.

OUTCOME

Check Point provides the State of Puebla with all the tools Pedro Vallejo and his team need to keep the state and the citizen services portal secure. For instance, with CloudGuard CNAPP, the security team fully controls and secures their public cloud. "CloudGuard allowed us to analyze and control our public cloud systems. And it gives us all the tools to make the necessary recommendations and effectively manage our security posture," Pedro Vallejo said.

Additionally, Harmony Email and Collaboration and Harmony Endpoint protect the state's email communications and all their staff and users, whether at home or in an office building. Harmony Email and Collaboration also protects all the state's Google Workspace apps. "We now have full control of our public cloud, and, thanks to Harmony Email and Collaboration, we have comprehensive reports every day. This enables us to act and improve the security of our email, " Juan Carlos Rodriguez said. At the same time, Harmony Endpoint secures the state worker's desktops and laptops no matter where they work.

One of the features Juan Carlos Rodriguez most appreciated with Harmony Email and Collaboration is how it identified users that tried to connect to places or countries that the State of Puebla does not automatically permit. "This led us to create new security rules to block such access until the team can determine whether to permit an exception," he said.

For in-house software, the state's security team relies on Check Point Code Security to detect and remediate security flaws and vulnerabilities in code artifacts before they enter production environments. "Thanks to these tools, we can make corrections to the code and provide better security," Juan Carlos Rodriguez said.

The Infinity Portal consolidates the management of all the tools and enables Juan Carlos Rodriguez to see its security capabilities across all of Check Point's security programs and services. "This provides the ability to administer and manage our security solutions dynamically," he said. "With Check Point, we have the level of security, granular control, visibility, and management capabilities we need," Pedro Vallejo said.

ABOUT CHECK POINT

Check Point Software Technologies Ltd. (www.checkpoint.com) is a leading AI-powered, cloud-delivered cyber security platform provider protecting over 100,000 organizations worldwide. Check Point leverages the power of AI everywhere to enhance cyber security efficiency and accuracy through its Infinity Platform, with industry-leading catch rates enabling proactive threat anticipation and smarter, faster response times. The comprehensive platform includes cloud-delivered technologies consisting of Check Point Harmony to secure the workspace, Check Point CloudGuard to secure the cloud, Check Point Quantum to secure the network, and Check Point Infinity Core Services for collaborative security operations and services.

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