

Smart state government for digital transformation



Executive Summary

The customer is a state government department responsible for managing confidential public documents and citizen services. It faced the challenge of modernizing its document approval processes while ensuring compliance with legal and security regulations.

In collaboration with Acces Group, the agency designed and implemented a secure and scalable e-signature solution on AWS, integrating identity management, encryption, and auditing capabilities. This solution streamlined approvals, reduced paperwork, and improved security and transparency across all departments.

About the customer

The institution is responsible for promoting access to and the use of information technologies, optimizing the state's IT infrastructure, and evaluating and improving state government digital policies.

Customer Challenge

The agency faced major limitations in its internal document approval workflows, which were manual, paper-based, and time-consuming. These inefficiencies negatively impacted operational performance and the quality of services delivered to citizens and state entities.

Additionally, due to the sensitive nature of the information it handles, the agency needed to ensure the integrity, authenticity, and traceability of digitally signed documents in compliance with national e-signature regulations.

Failure to address these challenges would have increased operational risks, including:

- Loss of process control.
- Legal non-compliance.
- Higher administrative costs.
- A setback in public trust regarding digital state services.

Why AWS

The customer selected AWS for its secure, scalable, and highly available infrastructure, aligned with international compliance standards. AWS provides a reliable foundation for critical applications that manage sensitive data, such as advanced e-signature solutions.

Pre-existing negotiations with Acces Group, a specialized AWS Partner, also facilitated the decision.

About Coordinación de Política Digital



The Coordinación de Política Digital team operates with a vision of innovation, inclusion, and efficiency, connecting Chihuahua to the digital world and fostering technological development across all levels of state government.



Why the Customer Chose the Partner

Acces Group was selected for its proven experience in the public sector, its collaborative approach, and its strong technical capabilities. Its deep understanding of local and international legal frameworks ensured the solution complied with strict regulatory requirements.

The agency valued Acces Group's ability to design and implement secure, customized solutions aligned with its strategic objectives.

Partner Solution

Acces Group deployed AWS infrastructure to implement an advanced e-signature solution, eliminating the need for physical signatures and drastically reducing processing times. Key components included:

- Identity management integrated with internal directory services.
- Document encryption with AWS KMS.
- Secure storage on Amazon S3 with strict version control.
- Serverless automation with AWS Lambda.
- API exposure via Amazon API Gateway.
- Security with AWS WAF against XSS, SQLi, bots, and DDoS.
- Auditing and monitoring with AWS CloudTrail and Amazon CloudWatch.

This modular design allows for easy scaling and adaptation to new legal or functional requirements.

Results and Benefits

- 85% reduction in approval times (from days to minutes)
- 50% reduction in paper usage, supporting sustainability goals
- Full auditability and traceability, strengthening internal controls
- Improved compliance with national regulations

The agency has positioned itself as a leader in secure digital transformation at the state government level.

About Acces Group

Acces Group is a Mexican company with more than two decades of experience in technology consulting, cybersecurity, and managed IT services. We provide specialized consulting in IT management, auditing, and strategic advisory, offering a comprehensive approach to the critical operational areas of organizations.

Our services deliver measurable value by improving control and visibility over technological and human resources, while ensuring alignment with each client's strategic and business objectives.

