Enhancing public debt management for Spain's Treasury

Administration, management, and counselling for infrastructures and services deployed in Tesoro Público's private cloud

Reference project:

Effective digital transformation in the public sector is crucial for improving efficiency, providing citizen-centered services, and ensuring resilience in the face of evolving challenges. The Secretaría General del Tesoro y Financiación Internacional (Tesoro Público) serves as the General Secretariat of the Treasury in Spain. It is responsible for financing the state through the issuance and management of public debt securities, regulating the financial sector (including the development of legislation on banking institutions and securities markets), and maintaining international financial relations by representing Spain in key European and international financial institutions such as the International Monetary Fund, the World Bank, and the European Investment Bank.

The institution, depending on the Spain's Ministry of Economy, has played a vital role in navigating evolving demands. With a sharp increase in demand for public debt purchase and sale services and a surge in workloads, the need for rapid infrastructure enhancements became clear. While these challenges required swift action, they also presented an opportunity to strengthen stability, security, and risk management. By addressing vulnerabilities and optimizing resources, the institution embraced a new dimension of efficiency, supported by advanced monitoring systems that ensure resilience and continued success in a dynamic financial landscape.

To support this, T-Systems implemented a comprehensive end-to-end managed service approach, providing 24/7 monitoring and administration of the public debt management systems. This initiative helped stabilize critical systems, allowing the Treasury to concentrate on strategic growth while maintaining financial stability.

At a glance

- Spain's Treasury faced increased demand for public debt services
- The initial action plan and the subsequent delivery of a 24x7 end-to-end managed service included optimized configurations, centralized monitoring, automated remediation, and potential migration support to the central government's private cloud (Nube SARA)
- Included infrastructure administration, virtualization, storage, networking, microservices, security, and a dedicated service desk
- Achieved 24x7 availability, streamlined operations, improved adaptability, enhanced productivity, and ongoing technological improvement
- Improved stability guarantee of critical systems, enabling the Treasury to focus on strategic growth and maintain financial stability

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Reference in detail

Customer pain points

The General Secretariat of the Treasury navigated a period of significant transformation, demonstrating resilience in the face of considerable challenges. A sharp increase in demand for public debt purchase and sale services tested the limits of its existing systems.

This surge highlighted opportunities for improvement, particularly in enhancing system configurations, strengthening infrastructure stability, and addressing consequent improvements. While internal resources and technical expertise were stretched, this challenge also presented an opportunity for growth and modernization.

Recognizing the need for a more robust and proactive approach to cope with the increment of load, the Treasury took decisive steps to implement a new E2E managed service and a comprehensive monitoring system—ensuring greater stability, efficiency, and uninterrupted service for the future.

How T-Systems solved it

T-Systems provided a comprehensive E2E managed service to improve and modernize the Treasury's IT operations. This solution included 24/7 monitoring and administration of public debt management systems, along with a complete optimization of configurations and architectures. Centralized resource monitoring and automated remediation processes helped ensure quick issue resolution.

T-Systems established unified quality processes based on best practices, creating a reliable operational framework. Additional services included infrastructure administration, virtualization, storage, backups, and microservices through the OpenShift platform, as well as networking and security. Auxiliary services such as DNS, DHCP, and a dedicated service desk were also provided. A consulting budget was allocated to ensure continuous technological improvement to meet the client's evolving needs.

Business impact

The transformation has provided progressive and lasting benefits to the General Secretariat of the Treasury. Business-critical services operate with guaranteed 24/7 availability, eliminating the risks associated with system instability. Centralized operations, monitoring, and management have streamlined processes and improved efficiency, while automation has significantly reduced downtime.

The Treasury's enhanced IT infrastructure allows for increased adaptability and flexibility, enabling quick responses to business growth and changing requirements. Public employees can now work more productively, supported by reliable systems that empower them to focus on their core tasks. This collaboration ensures that the Treasury is well-equipped to fulfill its critical mission of managing public debt and maintaining financial stability.

Highlights:
- 70 applications supported
- Over 600,000 telematic procedures in 2024
- 24x7 availability of business-critical services
- Centralized operations, monitoring, and management procedures

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