

# nasertic

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## S E R V I C E S

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Visit **[www.nasertic.es](http://www.nasertic.es)**  
to find out what we do



# WHO ARE WE?

**NASERTIC** (Navarre Services and Technologies) — as a company within the Corporación Pública Empresarial Navarra (CPEN) group, and as a public entity belonging to the Government of Navarre — has been providing personalised services for over forty years through the integration and intelligent use of technologies, capitalising on their value with of professionalism and efficiency. NASERTIC is affiliated to the Department of University, Innovation, Telecommunications and Digitalisation. With four offices and over 145 highly qualified staff, NASERTIC stands for knowledge, specialisation and experience, representing a link between the Government and Navarre's society, with an open vision, flexibility and agility.

We work for virtually all the Departments and General Directorates of the Government of Navarre through the provision of services that have been growing over the years. NASERTIC acts and has acted as a facilitating agent for numerous and relevant projects thanks to an integral management of both technological infrastructures and information systems and services.

## Goals and values

Our commitment is clear: To work together and through innovation to find new solutions to new problems. How do we achieve this? With talent and infrastructures as well as technology and services by and for the people. Either through commissions from the Government of Navarre or by participating in strategic projects, we offer our services to a wide selection of clients: The Government of Navarre, SSPP, CPEN, technology and research centres, associations / foundations / social entities, universities, operators, private companies, R&D&I scientific communities, citizens and more.

## Vision, strategic axes and objectives

**NASERTIC** is a key partner in technological infrastructures for the Government of Navarre and a facilitating agent of strategic projects for our region's sustainable, digital development thanks to the following strategic axes:

Contribute to Navarre's development

Strengthen financial and budgetary sustainability



































Become a benchmark in technological research infrastructures

Foster the creation of public-private partnership ecosystems



## STRATEGIC AXES

### SERVICES

	ITD INFORMATION TECHNOLOGY & DIGITALIZATION	T TELECOMMUNICATIONS	PML PERSONALISED MEDICINE & LABORATORIES	ICCS INNOVATION, COMMUNICATION AND CITIZEN SERVICES	FMGS FINANCIAL MANAGEMENT & GENERAL SERVICES
INFRASTRUCTURE AND EQUIPMENT DEPLOYMENT					
INFRASTRUCTURE AND EQUIPMENT MANAGEMENT					
HPC & QUANTUM					
IT SERVICES					
TELCO SERVICES					
TECHNICAL OFFICE					
MASSIVE SEQUENCING CENTRE					
LABORATORY					
CITIZEN SERVICES					
COMMUNICATION & MARKETING					



INFRASTRUCTURE AND EQUIPMENT DEPLOYMENT	5-7
INFRASTRUCTURE AND EQUIPMENT MANAGEMENT	8-10
HPC & QUANTUM	11-12
IT SERVICES	13-14
TELCO SERVICES	15-16
TECHNICAL OFFICE	17-19
MASSIVE SEQUENCING CENTRE	20-21
LABORATORY	22-23
CITIZEN SERVICES	24-25
COMMUNICATION & MARKETING	26-27



# INFRASTRUCTURE AND EQUIPMENT DEPLOYMENT



# INFRASTRUCTURE & EQUIPMENT DEPLOYMENT

## ▶ WHAT WE DO

## ▶ WHO FOR

## ▶ SERVICES

## ▶ CONTACT

We design and build telecommunications networks.

Government of Navarre.  
Government-run companies.



We design and implement IT infrastructures.

Government of Navarre.  
Government-run companies.

Telecommunication centers.  
Corporation headquarters.  
Structured wiring networks.  
Local area network (LAN).  
Wireless fidelity (WIFI).  
Transport networks (WAN).  
Voice ip networks and telephone exchanges.  
Fiber-optic networks.  
Microwave radio links.  
Television broadcast stations.  
Cable tv distribution networks.  
Auxiliary infrastructures (power supply, air conditioning, access control, cctv, etc.).

[servicios.telco@nasertic.es](mailto:servicios.telco@nasertic.es)

Mainframe systems.

[sistemas.mainframe@nasertic.es](mailto:sistemas.mainframe@nasertic.es)

Data processing centres - Facilities.  
Housing services.  
Physical hosts and server virtualisation.  
Storage infrastructures.  
Firewalls.  
Deployment of cloud infrastructures.

[sistemas.ssdd@nasertic.es](mailto:sistemas.ssdd@nasertic.es)

Supercomputing infrastructures in different technologies.

[hpc@nasertic.es](mailto:hpc@nasertic.es)

# INFRASTRUCTURE & EQUIPMENT DEPLOYMENT

## ▶ WHAT WE DO

## ▶ WHO FOR

## ▶ SERVICES

## ▶ CONTACT

We project and deploy scientific and technical equipment and platforms.

Government of Navarre.  
Government-run companies.

Implementation of agri-food, environmental, toxicological and forensic analysis platforms.  
Implementation of biology and molecular biology equipment.  
Automation, monitoring, sample handling and storage systems.

[laboratorio@nasertic.es](mailto:laboratorio@nasertic.es)

Massive sequencing and sequencing infrastructure deployments.  
Implementation of genomics and bioinformatics analysis platforms.

[secuenciacion@nasertic.es](mailto:secuenciacion@nasertic.es)



# INFRASTRUCTURES AND EQUIPMENT MANAGEMENT



# INFRASTRUCTURE & EQUIPMENT MANAGEMENT

## ▶ WHAT WE DO

## ▶ WHO FOR

## ▶ SERVICES

## ▶ CONTACT

We manage telecommunications infrastructures and technological platforms.

Government of Navarre.  
Government-run companies.

Telecommunication centers.  
Structured wiring networks.  
Local area network (LAN).  
Wireless fidelity (WIFI).  
Transport networks (WAN).  
Voice IP networks and telephone exchanges.  
Fiber-optic networks.  
Microwave radio links.  
Television broadcast stations.  
Cable tv distribution networks.  
Auxiliary infrastructures (power supply, air conditioning, access control, cctv, etc.).

[servicios.telco@nasertic.es](mailto:servicios.telco@nasertic.es)

We manage infrastructures and scientific-technical platforms.

Government of Navarre.  
Government-run companies.

Equipment for physical-chemical analysis.  
Chromatographic analysis platforms (HPLC and GC).  
Biology and Molecular Biology equipment (PCR, rtPCR, microscopy, sequencing, etc.).  
Automation systems (registration, extraction, sample preparation, report creation).

[laboratorio@nasertic.es](mailto:laboratorio@nasertic.es)

Massive sequencing platforms.

Infrastructure management genomic analysis and bioinformatics.

[secuenciacion@nasertic.es](mailto:secuenciacion@nasertic.es)

# INFRASTRUCTURE & EQUIPMENT MANAGEMENT

## ► WHAT WE DO

## ► WHO FOR

## ► SERVICES

## ► CONTACT

We manage  
IT infrastructures.

Government of Navarre.  
Government-run companies.



Management, monitoring and integral maintenance of DPC facilities.  
Management of housing services.  
Management of server virtualisation platforms.  
Management of storage and backup copies.  
Management of cloud infrastructure deployments.  
Management and administration of backup infrastructures (O365, HPC, VmWare, files...).

Full monitoring of Mainframe platform.  
Mainframe storage management.  
Management and administration of databases, transactional manager and operating system.  
Mainframe security management and administration.  
Mainframe job scheduler management.  
Mainframe print environment management.

sistemas.ssdd@nasertic.es

operacion.produccion@nasertic.es

# HPC AND QUANTUM



# HPC & QUANTUM

## ▶ WHAT WE DO

## ▶ WHO FOR

## ▶ SERVICES

## ▶ CONTACT

We design and implement infrastructures and projects related to supercomputing platforms. Technology Watch and dissemination of other types of high-performance computing technologies.

Government of Navarre.  
Government-run companies.  
Technological centres.  
R&D&I centres.  
Private entities.

Deployment of HPC infrastructures..  
Technology Watch for technological innovation adaptable to our HPC systems.  
Management and monitoring of HPC infrastructures.  
Activity planning.  
HPC infrastructure support.  
Optimisation of application performance.

[hpc@nasertic.es](mailto:hpc@nasertic.es)



# IT SERVICES



# IT SERVICES

## ▶ WHAT WE DO

## ▶ WHO FOR

## ▶ SERVICES

## ▶ CONTACT

**We offer highly qualified technical IT services.**

Government of Navarre.  
Government-run companies.

Integration of IT applications.  
Standardisation of SSPP in accordance with the GdN IT model.  
Server infrastructure services (DA, DHCP, DNS, etc.).  
2nd level support for the user service centre.  
Administration and support for the entire M365 collaborative platform.  
SSDD printing: user support, creation of print queues, service monitoring.  
IT procurement management.  
Climate, electrical, fire extinguishing, security and surveillance maintenance for the DPC facilities environment.

sistemas.ssdd@nasertic.es

Helpdesk Technical Office.

cau@nasertic.es

Resolving user requests on the Mainframe platform in the operation, security, planning, printing and systems services.

operacion.produccion@nasertic.es

Management, administration and support in website projects.

soporteweb@nasertic.es



# TELCO SERVICES



## TELCO SERVICES

### ▶ WHAT WE DO

### ▶ WHO FOR

### ▶ SERVICES

### ▶ CONTACT

We provide telecommunications services to help boost connectivity and digitalisation in Navarre.

Government of Navarre.  
Government-run companies.  
Telecoms operators.

Housing at Telecommunication Centers.

TV broadcasting.

Optical fibre

Connectivity of headquarters, data transport and internet access.

Local Area Network (LAN)

Wireless Fidelity (WIFI)

Corporate telephony and Contact Center

[servicios.telco@nasertic.es](mailto:servicios.telco@nasertic.es)

Mobile telephony.

[info@nasertic.es](mailto:info@nasertic.es)



# TECHNICAL OFFICE



# TECHNICAL OFFICE

## ▶ WHAT WE DO

## ▶ WHO FOR

## ▶ SERVICES

## ▶ CONTACT

Support for hiring, implantation and management of telecoms services as well as adquisition, installation and/or renovation of electronic communication networks.

Government of Navarre.  
Government-run companies.  
Telecoms operators.

Specialized technical assistance in the definition and implementation of network projects and telecommunications services  
Equipment analysis and prescription  
Proposal of hiring models  
Preparation of technical specifications  
Evaluation of technical proposals in contracting procedures  
Advice on contracting and monitoring of telecommunication service contracts

[servicios.telco@nasertic.es](mailto:servicios.telco@nasertic.es)

We conceptualize, think and define the Digital Transformation project strategy, as well as executing and applying the monitoring standards, including the qualification of the abilities. From the idea to the design of the service, as well as the developement and implementation.

Government of Navarre.

Strategic design of digitalization projects for different sectors and population niches.  
Metodology to be applied.  
Consulting for bidding and evaluation of technical specifications.  
Analysis and selection of tools.  
Project Management Standards.  
Planification of Human and technical resourcers.  
360 project developement.  
Creation of public-private ecosystems .  
Monitoring and metrics.  
Preparation of common and justification reports.

[comunicacion@nasertic.es](mailto:comunicacion@nasertic.es)

# TECHNICAL OFFICE

## ▶ WHAT WE DO

## ▶ WHO FOR

## ▶ SERVICES

## ▶ CONTACT

**We design IT projects, from conception and strategy to development and implementation.**

Government of Navarre.  
Government-run companies.

Strategic design of IT projects.  
Consultancy for drawing up technical specifications (IT).  
Consultancy for the integration of computer applications.  
Consultancy for the deployment of onsite IT infrastructures.  
Consultancy for the deployment of IT infrastructures in the cloud.

sistemas.ssdd@nasertic.es

Mainframe project viability studies.

sistemas.mainframe@nasertic.es

Website project consultancy.

soporteweb@nasertic.es

**Consulting and full management (design, implementation, development and validation) of scientific-technical projects.**

Government of Navarre.  
Government-run companies.

Design of R&D projects.  
Analysis and recommendation of equipment and methodologies for agri-food, toxicological and forensic analysis.  
Preparation of technical specifications.  
Scientific-technical consultancy in laboratory analytical procedures.  
Design, implementation and monitoring of Quality Management Systems.  
Genomics and Bioinformatics consultancy.  
Consultancy on massive sequencing projects.

laboratorio@nasertic.es

# MASSIVE SEQUENCING CENTRE



## MASSIVE SEQUENCING CENTRE

### ▶ WHAT WE DO

### ▶ WHO FOR

### ▶ SERVICES

### ▶ CONTACT

We design and implement infrastructures and projects linked to genomic and massive sequencing platforms.

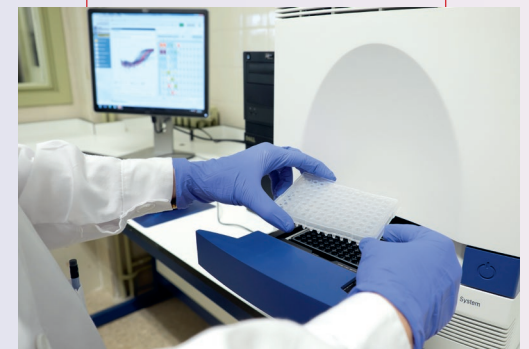
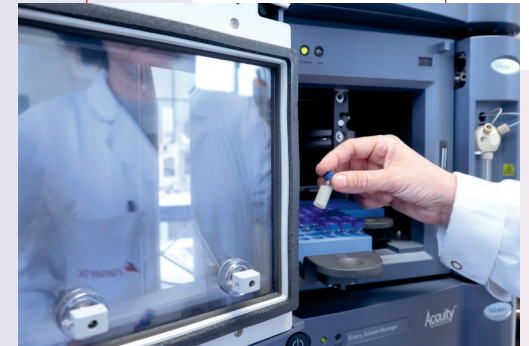
Government of Navarre.  
Government-run companies.  
Technological centres.  
R&D&I centres.  
Private entities.

Massive sequencing infrastructures.  
Genomics laboratory.  
Design and development of workflows for genomic analysis.  
Bioinformatics: computing and storage.

[secuenciacion@nasertic.es](mailto:secuenciacion@nasertic.es)



# LABORATORY



## LABORATORY

### ▶ WHAT WE DO

### ▶ WHO FOR

### ▶ SERVICES

### ▶ CONTACT

We offer highly qualified scientific and technical analysis services.

Government of Navarre.  
Government-run companies.  
Technological centres.  
R&D&I centres.  
Private entities.

Agri-food analysis.  
Environmental analysis.  
Toxicological and forensic analysis.  
Official control.  
Audits of quality management systems.

[laboratorio@nasertic.es](mailto:laboratorio@nasertic.es)





NAFARROA, OROTAN LAGUN  
NAVARRA + VOLUNTARIA

**Nafarroa**<sub>ko</sub>  
Erresuma



Reyno de  
**Navarra**

# CITIZEN SERVICES

## ▶ WHAT WE DO

## ▶ WHO FOR

## ▶ SERVICES

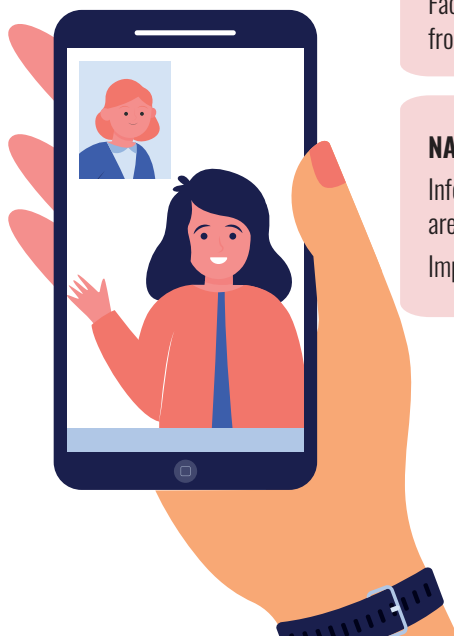
## ▶ CONTACT

**Citizen Advice Services:** We provide assistance, process administrative services and information to all the citizens of Tudela and Navarra's Ribera, all from a certificated Universal Accessibility (UNE 170001-2) office.

**Tourist services:** We help all tourists arriving to Tudela.

**Services for volunteers and organisations:** We are the link between the Administration, third sector organisations and volunteers from all over Navarra.

Government of Navarre.



### CITIZEN ADVICE BUREAU (OAC) TUDELA:

General information of Government of Navarre's services.  
Registration of requests to the different Public Administrations.  
Digital certificate management and CI@ve system.  
Technical assistance with the e-administration process.  
Collection of complaints and suggestions from citizens.  
Active listening for the continuous improvement of the Government of Navarre's services.

[oac.tudela@navarra.es](mailto:oac.tudela@navarra.es)

### TOURIST OFFICE (OIT) TUDELA:

Tourist information.  
Facilitating agent between the Government and local companies from the industry.

[oit.tudela@navarra.es](mailto:oit.tudela@navarra.es)

### NAVARRA + VOLUNTARIA:

Information related to volunteering and its different areas of activity.  
Implementation and development of the Volunteering Plan.

[navarramasvoluntaria@navarra.es](mailto:navarramasvoluntaria@navarra.es)

# COMMUNICATION AND MARKETING

Infórmate para la  
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[www.industrianavarra40.com](http://www.industrianavarra40.com)

40  
na

Gobierno de Navarra  
Nafarroako Gobernua

Reyno de  
Navarra

INFORME AUTODIAGNÓSTICO DE  
TRANSFORMACIÓN DIGITAL DE  
EMPRESAS DEL SECTOR TURISMO  
EN NAVARRA

Marzo 2022

Gobierno de Navarra  
Nafarroako Gobernua



2020



2020



2020



2020



2020



2020



2020



2020



2020



2020

Plan Estratégico  
2021 → 2023

 nasertic

# COMMUNICATION & MARKETING

## ▶ WHAT WE DO

## ▶ WHO FOR

## ▶ SERVICES

## ▶ CONTACT

We contribute to the deployment and achievement of each strategic project by connecting communication, marketing and technology.

Government of Navarre.  
Government-run companies.  
Public entities.

Definition of global communication strategies (both internal and external) and marketing.

Conception, construction and writing of the story according to the management style of each service or project.

Analysis and selection of channels and tools to reach the desired audiences.

Conceptualising and designing all the necessary elements for the achievement of objectives.

Support in the communication process, advising and providing services on demand.

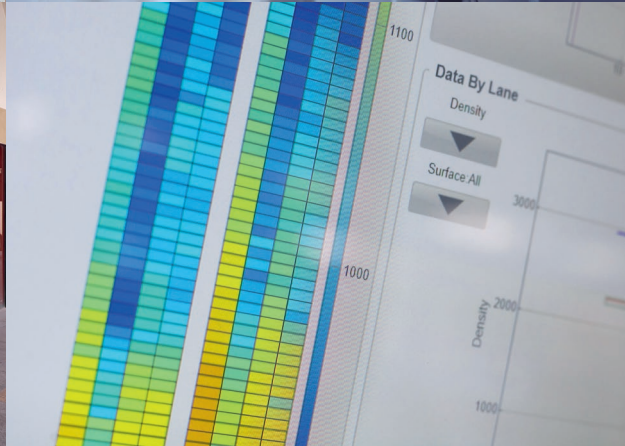
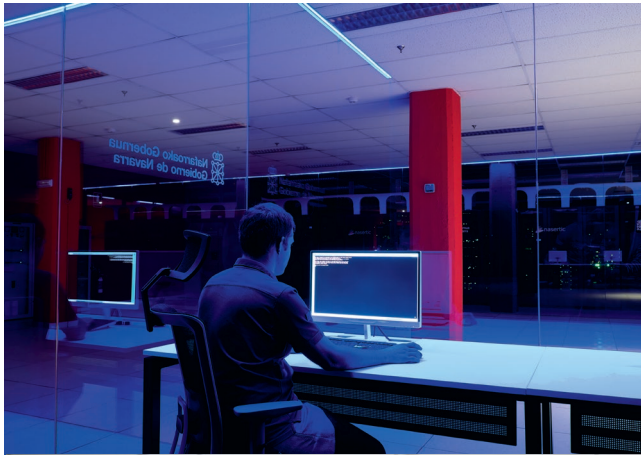
Coordination between providers and facilitators.

Measuring, analysing and quantifying action plans that are fully focused on results.

360 Communication and Marketing

comunicacion@nasertic.es







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Gobierno  
de Navarra  Nafarroako  
Gobernua

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