

## Technology Solution Case Study

Federal Government Security Agency - Custom Apps with BPA

Results include more secure, efficient and faster end-user experience.



### PROBLEM

Application modernization was needed to support over 6,000 agents whose job it is to investigate, identify violations, arrest violators and remove them. Their vision included creating a series of newly automated actions to support each business process that would improve agent efficiency to ensure all steps were completed within critical processes, force compliance and guarantee proper documentation.

### RESULTS “VALUE ADDS”

Modernized applications and implemented Business Process Automation. Results include more secure, efficient and faster end-user experience. Met timelines, agency governance requirements and met or exceeded all KPIs. Our framework “User Centered Design” approach focusing on “how” and enhanced customer experience. Our expert thought leadership interacting closely with Product Managers for each application gaining an accurate vision and business purpose.

Automated many critical processes:

- Process creating a Fake Identity: automated workflow for over 30 process steps and protecting agents.
- Parole Case Tracking System: automated complex/burdensome paper process and lessened the processing time from months to only a few days.

### SOLUTION

Agile Software Development Team engagement that effectively delivered across stakeholders, complying with all government standards, practices and regulations both business and IT.

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