

MODERNIZING STATE AND LOCAL LEGACY SYSTEMS: A NECESSITY OR NICE-TO-HAVE?

Legacy systems have always been an integral part of government IT systems. For decades, agencies have relied on the consistent results that core legacy systems have delivered. However, in today's digital world, legacy systems can no longer meet the needs of agencies. Not only have these antiquated systems become inefficient and costly to maintain, but they are simply not able to support the capabilities required for success in the foreseeable future.

So, if your IT systems are a decade old and increasingly causing setbacks, it is time to consider modernizing your technology solutions — for the sake of your citizens and your staff.

Modernization is recognized as a strategic solution to navigating the challenges of outdated legacy systems. One that promises huge returns — resource optimization, higher scalability, quicker response time and more efficient service to citizens.

But first, before making the decision to modernize government IT systems, agencies need to assess their current systems to truly understand what technology solutions will resolve legacy issues, and where they can make the most impact.

LEGACY ASSESSMENT CHECKLIST

There are a number of factors that should be considered when undertaking a system assessment — the age of the hardware/software, its interoperability with other systems, whether it supports changes in the business processes model, the frequency of hardware failures/crashes, and generally, its overall performance.

Here is a checklist of questions to ask yourself to gain that complete and fundamental understanding of your existing systems:

- Is your existing system able to accept and process multiple data formats from various types of applications and third-party systems?
- Are you able to connect your current system with new applications without having to deal with disparate systems?
- Are you able to have a complete view of information and real-time access to that information whenever you need it?
- How successful is your agency at managing case files from start to finish? Are you able to track and improve your time-to-resolution?
- How quickly and accurately does your system process the increased volumes of data that your agency received?
- How much investment or expense is tied to the maintenance and support of your existing legacy systems?

Your answers should provide a clear perspective of whether modernizing your legacy system is a necessity for your agency.

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SIX MODERN TECH FIXES FOR LEGACY ISSUES

Technology solutions can revolutionize efficiency, accessibility and effectiveness for all users. That's why agencies must leverage every advantage that these solutions have to offer. Here are six modern tech fixes for legacy issues:

1. Automated capture

With intelligent technology, you can electronically capture various documents in any raw format, automatically extract relevant information and store it on a centralized repository — making it instantly accessible and shareable with other systems.

2. Mobile and web access

An integrated platform also enables you to access information remotely via mobile devices and the web — making it easy for your staff to search and retrieve information in real-time. This empowers staff to make timely decisions and respond to citizens quickly.

3. Case management tools

Optimize time-to-resolution and expedite processes with case management tools. Leverage tools like rapid application development (RAD) to tailor solutions to your needs with a configurable point-and-click tool. You can also develop solutions that scale and shift with evolving business and citizen needs on one platform — and extend it across agencies for agility and effectiveness.

4. Business process automation (BPM)

Have complete visibility into your processes from start till the end with workflow automation. You can automate repetitive tasks and streamline processes for more efficient and cost-effective operations. Process automation also frees up your staff's time to focus on strategic works.

5. Cloud/shared services

Migrating to a modern cloud-based platform with a shared services model can help agencies centralize siloed IT solutions on a single platform that provides secure content storage and collaboration while ensuring ownership and control. Plus, being hosted in the cloud means it is accessible from anywhere with real-time data, improving efficiency and transparency. It can also lower operational and infrastructure costs to enhance agility.

6. Enterprise file sync and share (EFSS)

An EFSS toolset provides a secure way to share and review information on an integrated platform while providing an audit trail of activities. Leverage features like version control, configurable access and unique encryption keys to track changes on documents, protect files and prevent leaks.

MULTIPLE CAPABILITIES IN ONE SOLUTION

Although transforming legacy IT systems into a modern and agile system can be challenging, it is imperative for agencies to meet the demands of digital citizens. One modern solution capable of delivering a robust and holistic solution is a content services solution. With its diverse range of capabilities, a content services solution will be instrumental in your modernization initiative while offering scalability and sustainability for a future digital world.

To get in-depth insights on modern tech tools, download our ebook, [Navigating 3 key priorities for state and local government transformation.](#)

Learn more at Hyland.com/StateGovernment

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