



## Solution Series: State and Local Government

# HEALTH AND HUMAN SERVICES

Serving citizens through innovative IT

**Your problem:** The digital era is here, bringing immense opportunity, challenge and change across all industries and sectors. Government services are no exception. The nexus of cloud, mobile, social and data are transforming everything—including the way citizens expect to engage with Health and Human Services (HHS) agencies. Health IT is tasked with providing seamless access to government services, while implementing a host of complex Affordable Care Act initiatives, including Health Insurance Exchange (HIX) system launches and Medicaid eligibility system upgrades to handle massive increases in enrollment. The problem is HHS agencies are saddled with clunky, siloed legacy systems that are simply unable to meet the complex demands or take advantage of these tantalizing opportunities. Unable to access critical information that would help them make better program decisions in real time, agency leaders are virtually hamstrung in their efforts to improve services and reduce costs.

**Software AG solution:** Take an enterprise approach to digitalization and data sharing to better coordinate care, reduce costs and serve citizens. With a Software AG HHS solution, agencies can link critical information systems among multiple agencies and citizens as well as harness powerful analytics engines to derive meaningful insight from the data within those systems.

## Problem details

According to Gartner, “For at least the next decade, deep, technology-driven innovation will be the new normal for market leaders.” We believe in order to succeed, government IT leaders must switch from a legacy perspective to a digital perspective.

Connected citizens expect to be able to engage with government services online. In addition, healthcare reform is necessitating dramatic programmatic and system transformation for states. Agencies are under pressure to quickly integrate with the new Federal Data Hub and Federally Facilitated Marketplace in order to meet CMS testing deadlines and secure federal funding.

HHS agencies need a sound integration strategy to meet these expectations and challenges. A proper road map to integrating and modernizing legacy systems will allow healthcare IT to adapt to and leverage new technology trends, innovate quickly and limit impact on existing investments and infrastructure. Integration is also essential for managing the proliferation of data, devices and services.

HHS agencies have no choice but to modernize their infrastructures and funding is now being made available to do just that. Recently, the U.S. Department of Agriculture (USDA) granted \$34 million for technology improvements to WIC—the department’s Special Supplemental Nutrition Program for Women, Infants and Children—to expand use of Electronic Benefit Transfer (EBT) systems, as well as replace and improve management information systems to promote greater efficiencies in WIC clinics.

## What’s the Software AG difference?

Integrate multiple, siloed systems for meaningful connectivity and an integrated, calibrated and accurate government response:

- Consolidate intra-agency program information
- Access information across agencies and jurisdictions
- Comply with Affordable Care Act regulations to connect to the federal data hub and health insurance marketplaces
- Leverage existing systems wherever possible
- Implement new requirements for Medicaid and health insurance eligibility

## Software AG's solution

### Integrate applications and systems

- Share information securely in real time
- Increase productivity and deliver process-driven situational and case management applications that enable quick response
- Overcome disconnected data sources and error-prone manual processes while assuring security and standards compliance

### Reduce maintenance costs

- Reduce time and cost to integrate new applications by eliminating complex point-to-point connections

### Improve time-to-completion for applications

- Re-use existing assets
- Build new applications faster without jeopardizing quality

### Leverage big data

- Maintain an authoritative database in-memory that combines data from multiple sources while ensuring it's up-to-date

### Enable enterprise mobile

- Provision back-end data and capabilities to power enterprise mobile apps in a secure and organized fashion

### Improve partner relations

- On-board partners faster
- Improve partner collaboration

### Unlock business value of unique data

- Expose APIs to third-party developers to build new cloud, Web and mobile apps
- Reach new customers

### Ensure enterprise data quality

- Ensure a single version of reference data consumed

## Single platform ... comprehensive integration

Software AG's webMethods Integration Platform can provide a powerful assist to HHS IT initiatives. As a pre-integrated software suite featuring the market-leading Enterprise Service Bus (ESB), the solution enables enterprises to rapidly integrate systems, services, devices, processes, business partners and data to provide new business value and improve business performance. webMethods accepts data in any format in almost any programming language, converts it to a consumable format and delivers it to any system in any format needed. Because webMethods works with virtually any system, health IT can avoid a multi-million-dollar rip and replace of existing IT, extending the life of IT investments and saving millions of dollars.

With webMethods as its hub, HHS agencies can use Data Sharing Services (DSS) to share data in real time without worries of interoperability. This keeps agencies focused on streamlining their services and better meeting citizen needs. A DSS architecture based on webMethods offers a common point of integration among disparate agencies that benefit from easier and faster information sharing and reduced complexity for inter- and intra-agency integration. Government agencies must keep pace with digitalization. Citizenry expects it, and the benefits to the agencies themselves are profound. To innovate, grow, increase efficiency and respond skillfully to constituents, HHS agencies must connect all relevant systems via a single platform. Software AG enables HHS to take these challenges in stride—addressing new needs, such as syncing existing systems of record with new cloud-based systems, expanding citizen portals to include mobile users and public APIs, and combining events from devices and equipment with data for analytics.

## Benefits of a single digital platform

HHS agencies can integrate and manage applications, mobile devices, services, big data and APIs anywhere in the cloud or in their own data centers.

Analytics can be applied to internal and external sources to monitor trends and patterns for improved program outcomes and strategic planning. Analytic results are presented in an interactive executive dashboard, customizable to the user's needs. Subject matter experts can visually assemble powerful productivity applications with ready-to-run processes, flexible business rules, document assembly, drag-and-drop e-forms, customized reports, interactive dashboards and mobile access. HHS program leaders can incorporate all required data needed to make decisions, increasing flexibility. Specifically, HHS agencies can:

- **Increase workplace agility**  
Build and deploy process-driven applications that engage constituents, including employees, customers, partners and suppliers.
- **Provide mobile anywhere access**  
Automatically access information and applications on various Web-enabled mobile devices with dashboards, views and forms optimized for mobile devices.
- **Automate business rules**  
Automate common business activities to shorten response times and implement best practices.
- **Create flexible forms and fields**  
Visually create forms to capture a wide variety of data—from simple text fields to numeric values to typical form elements like checkboxes and drop-down lists.
- **Communicate across channels**  
Respond quickly to new requests, issues and questions from multiple channels, including email, Web and social.
- **Meet important deadlines**  
Meet performance goals and contractual service requirements using SLAs and escalations.
- **Improve customer satisfaction**  
Standardize citizen-facing messages to improve efficiency and ensure consistent messaging with pre-programmed responses to common questions.
- **Customize customer portals**  
Deliver an integrated and branded portal experience to citizens. Increase citizen self-service and engagement by enabling community support and knowledge base access and also by providing case submissions and tracking.

## ABOUT SOFTWARE AG

Software AG offers the world's first Digital Business Platform. Recognized as a leader by the industry's top analyst firms, Software AG helps you combine existing systems on premises and in the cloud into a single platform to optimize your business and delight your customers. With Software AG, you can rapidly build and deploy digital business applications to exploit real-time market opportunities. Get maximum value from big data, make better decisions with streaming analytics, achieve more with the Internet of Things, and respond faster to shifting regulations and threats with intelligent governance, risk and compliance. The world's top brands trust Software AG to help them rapidly innovate, differentiate and win in the digital world. Learn more at [www.SoftwareAG.com](http://www.SoftwareAG.com).

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