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aws



WYOMING DEPARTMENT OF FAMILY SERVICES AND DELOITTE MODERNIZE BY MIGRATING MAINFRAME APPLICATIONS TO AWS

Learn how Wyoming DFS modernized its legacy systems and enhanced its delivery of crucial financial assistance with the help of Deloitte's innoWake solution.

The [Wyoming Department of Family Services](#) (Wyoming DFS) modernized its mainframe-based legacy systems by migrating to Amazon Web Services (AWS) with the help of AWS Partner [Deloitte](#). The agency, which is responsible for providing crucial financial assistance to families, ran its Eligibility Payment Information Computer System/Jobs Automated System (EPICS/JAS) on a mainframe that was over 35 years old. Using Deloitte's innoWake automated refactoring solution, it migrated to AWS in 16 months, improving system responsiveness and flexibility by retiring outdated technology. Now, Wyoming DFS has enhanced its service delivery and is able to reallocate funding toward continued modernization projects.

BENEFITS

16 MONTHS
to complete migration
from mainframe to cloud

Enhanced agility with the capability to deploy new features within days, a significant improvement from the previous months-long process.

Achieved a **20%**
increase in operational efficiency,
enabling the reallocation of staff
to higher-value tasks



OPPORTUNITY | Modernizing critical support systems with Deloitte

Wyoming DFS is built on the belief that children and vulnerable adults do best when they can stay safely at home. An important component in achieving this is providing adults and children with access to critical economic and concrete support services. However, the state government agency faced a significant technological challenge within its Economic Security Division: modernizing its EPICS/JAS. This system is critical for determining eligibility and streamlining the delivery of support services such as the Supplemental Nutrition Assistance Program (SNAP), the Temporary Assistance for Needy Families (TANF) cash assistance program, Child Care Assistance, and Title IV-E eligibility. Wyoming DFS wanted to update the system to improve efficiency, reliability, and service delivery.

"Our EPICS/JAS was well over 35 years old," says Kristie Gordy, Senior Administrator for the Economic Security Division at Wyoming DFS.

"When we began using this system in the 1980s, we had inherited it from Alaska, and they'd had it for several years before that."

Wyoming DFS recognized the need to modernize, so it began to seek proposals from consultants on potential solutions, such as technology from AWS. It ultimately selected Deloitte, an AWS Partner, for the project. With a strong history on AWS, the consulting firm holds deep experience in cloud solutions and digital transformations. Together, Wyoming DFS and Deloitte identified AWS as the choice for Wyoming DFS's new infrastructure.

"We had been doing work at our agency to migrate some things to the cloud, and we had already chosen AWS as our preferred option," says Gordy. "We knew AWS met our requirements for security and other important considerations. Deloitte proposed AWS for this modernization project, and the transition was pretty seamless."



SOLUTION | Completing a strategic lift-and-shift migration in 16 Months

Over 16 months, Deloitte helped Wyoming DFS conduct a complete migration and automated refactoring of its existing mainframe code and data to AWS. This strategic move was supported by Deloitte's [innoWake](#) solution, which provides enterprises with the capability to transform legacy applications and migrate them to AWS in a fully automated manner.

"Deloitte's innoWake solution helped Wyoming DFS not only carry out the migration but also do it in a certain time period while meeting the department's quality requirements," says Omer Enaam, Managing Director at Deloitte Consulting LLP.

Using Deloitte's innoWake solution, Wyoming DFS converted legacy applications from outdated COBOL and NATURAL languages to .NET and SQL Server, which has greatly enhanced the system's responsiveness and flexibility. The Wyoming DFS's modernized applications are supported by a host of AWS services, such as [Amazon Elastic Compute Cloud](#) (Amazon EC2), which provides secure and resizable compute capacity for virtually any workload, and [Amazon Simple Service Storage](#) (Amazon S3), an object storage service built to retrieve virtually any amount of data from anywhere.

"The Deloitte team did an incredible job supporting our team that will manage the system on AWS," says Gordy. "They worked with us to make sure that we have the skills, tools, and knowledge that we need to carry this forward. We also worked alongside the AWS team, hosting larger agency conversations and workshops outside of this project that were incredibly beneficial. The Deloitte and AWS teams helped us get this project where it needed to go."

AWS Services Used

About Wyoming Department of Family Services

[Wyoming DFS](#) is a state government agency that provides services to children, families, and vulnerable adults throughout Wyoming. Its economic security division provides economic support to families and children through the SNAP and TANF assistance programs.

About Amazon

Amazon is guided by four principles: customer obsession rather than competitor focus, passion for invention, commitment to operational excellence, and longterm thinking. Amazon strives to be Earth's Most Customer-Centric Company, Earth's Best Employer, and Earth's Safest Place to Work. Customer reviews, 1-Click shopping, personalized recommendations, Prime, Fulfillment by Amazon, AWS, Kindle Direct Publishing, Kindle, Career Choice, Fire tablets, Fire TV, Amazon Echo, Alexa, Just Walk Out technology, Amazon Studios, and The Climate Pledge are some of the things pioneered by Amazon. For more information, visit [amazon.com/about](#) and follow [@AmazonNews](#).



OUTCOME | Achieving enhanced service delivery on the cloud

Wyoming DFS's migration from a decades-old mainframe to AWS, led by Deloitte's experience, represents a transformative step toward enhancing service delivery, operational efficiency, and future readiness. The first phase of the migration has already empowered the department to allocate funding toward other value-adding modernization projects. Modernizing the codebase and infrastructure has significantly lowered maintenance burdens and associated costs, and Wyoming DFS can meet regulatory requirements by strategically configuring the security capabilities built into AWS services. Once the foundation developed for new EPICS/JAS functionality is fully realized, staff will be able to focus more on engaging with families rather than navigating technological limitations. This, in turn, will help boost productivity.

"From both an administrative and an operational standpoint, the immediate benefits are clear: our system is no longer reliant on outdated technology. With updated code and an upgraded environment on AWS, we're setting the stage for incredible work in the future," says Gordy. "These enhancements lay the foundation for future innovations. They position us to seize opportunities that were previously out of reach, offering a system and applications that are accessible to families and individuals on their terms. Through online applications and interactive portals, we're making our services more user friendly and inclusive."

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—Kristie Gordy,

Senior Administrator, Economic Security Division,
Wyoming Department of Family Services

With the first phase of the migration completed, Wyoming DFS looks forward to phase two, which is scheduled for release in the fall of 2024. This phase will introduce a new application and modernized business practices as well as the development of a user portal, all aimed at enhanced service delivery to Wyoming's families. Wyoming DFS is committed to using AWS for continual innovation, setting a strong foundation for future improvements.

"On AWS, we can build applications and systems in a flexible, agile way. Not only can we do what we want to do with these applications, but if we are ever mandated to make any other changes, we now can make them simply and efficiently," says Gordy. "Our staff show up every day because they want to help families. If we can get our technology to a place that helps them serve families better, that's the ultimate goal."

About Deloitte

Deloitte provides industry-leading audit, consulting, tax and advisory services to many of the world's most admired brands, including nearly 90% of the Fortune 500® and more than 8,500 U.S.-based private companies. At Deloitte, we strive to live our purpose of making an [impact that matters](#) by creating trust and confidence in a more equitable society. We leverage our unique blend of business acumen, command of technology, and strategic technology alliances to advise our clients across industries as they [build their future](#). Deloitte is proud to be part of the largest global professional services network serving our clients in the markets that are most important to them. Bringing more than 175 years of service, our network of member firms spans more than 150 countries and territories. Learn how Deloitte's approximately 457,000 people worldwide connect for impact at [www.deloitte.com](#).