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MODERNIZING A STATE AGENCY'S TECHNOLOGY FOUNDATION TO KEEP CRITICAL SERVICES MOVING

Based on the agency's desire to leverage Microsoft Cloud solutions, Deloitte builds a scalable, Azure-based integration hub to support improved performance and future growth



A state government agency needed a scalable technology foundation to connect its programs, partners and data, so it could continue serving the millions of constituents who rely on its human services and health care programs.

Though its legacy technology infrastructure supported critical operations, it had become costly and complex to maintain. The agency's existing servers were managed by internal IT teams and required separate security and monitoring tools, which multiplied cost and overhead each time the organization added a new program or partner.

The agency wanted to reduce its reliance on aging infrastructure and move to a scalable foundation that could handle high-volume transactions, strengthen governance and support new infrastructure over time.

The agency worked with Deloitte to migrate its on-premises infrastructure to a cloud-based integration hub that supports current services and provides a reusable model for adding new programs and partners.



A PHASED PATH TO A GOVERNED CLOUD PLATFORM

Deloitte helped the agency rebuild its legacy technology foundation as a governed, cloud-native integration hub on its chosen solution: the Microsoft Azure platform. The hub provides a standard platform for application programming interface (API) integration, security and monitoring, which enabled the agency to connect with a wider range of systems, programs and other state agencies.

Deloitte worked closely with the agency to move its workload to the cloud in three risk-reducing phases:

FOUNDATION: Deloitte established a standardized, governed and secure landing zone within Azure that provides a starting environment with the security, access and monitoring controls to support cloud workloads. The foundation included 14 environments designed to support additional state agencies over time. The team also implemented 117 security controls and conducted five third-party assessments that identified no gaps.

MIGRATION AT SCALE: Deloitte migrated legacy systems to the new platform in controlled waves, starting with 200 APIs and scaling to more than 600 through consolidation of APIs across other tools and onboarding of new projects. The team deployed nine reusable integration patterns to help integrate new programs more quickly, consistently and at scale.

PLATFORM EXTENSION: Deloitte moved 200 GB of data to the cloud and transferred 6 TB of infrequently accessed data to cold storage. The team also strengthened security through token- and certificate-based authentication and authorization.

Over the three phases, Deloitte helped consolidate the agency's technology footprint into a unified, cloud-native platform with clear governance, turning a complex environment into a manageable foundation for performance, growth and continued service delivery.

A CENTRALIZED FOUNDATION BUILT TO SCALE

The agency's new cloud-based integration hub created by Deloitte is easier to govern, support and extend. After migrating workloads to the cloud, the agency retired its legacy integration products and decommissioned on-premises servers.

The agency can now build and onboard new infrastructure in two to three weeks, compared to approximately three months on premises. The system also supports ongoing, high-volume operations, including 7 million transactions per operating day and more than 1,800 APIs across 14 environments.

With a scalable cloud foundation and reusable integration patterns, the agency is better positioned to expand its programs, onboard new partners and manage growth without adding complexity.

BY THE NUMBERS

up to **25%** faster response time

up to **67%** three-year ROI

up to **50%** lower annual platform cost

40+ connected partners

1,800+ APIs in operation

7M+ daily transactions

THE ACCOMPLISHMENTS

- ☑ Retired legacy integration product and decommissioned on-premises servers
- ☑ Automated API deployment and established reusable integration patterns
- ☑ Accelerated user and program onboarding from 3 months to 2-3 weeks
- ☑ Delivered a centralized integration hub that is easier to govern, support and extend
- ☑ Reduced annual platform costs by up to 50%
- ☑ Strengthened governance, security and monitoring

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