



## Core Technology Operations and Innovation

# Get more from core technologies— and see your mission, maximized.

A blend of infrastructure, systems and processes shape the backbone of your mission, enabling you to meet challenges that are faster and more complex than ever. And while new technologies and priorities drive promising opportunities to modernize, innovation can't put day-to-day mission delivery in jeopardy.

Deloitte's Government & Public Services Core Technology Operations team can put you on

the path to modernization by making the most of your existing infrastructure while tapping emerging approaches for speed, scale and performance when and where it's needed. Our disciplined Operate to Innovate approach provides a 360° perspective on mission-enabled operations while driving innovation and future readiness across your enterprise.

# Focus on core operations and innovation

We start with where you are, now. We use your existing infrastructure and find ways to improve and automate your IT operations' performance and scalability, drive greater end-user satisfaction, and enable smarter decision-making.

## Key services

- IT operations delivery & management
- Operations transformation (e.g., data center consolidation, virtualization)
- Strategy, advisory and enterprise resource planning (ERP)
- Cloud and cyber
- Electronic Adjudication Management System (EAMS)
- Infrastructure / capital projects
- Customer experience enhancement

## We drive value through:



### Domain & industry depth

**We know what impacts and is impacted by your mission**, with our government policy / regulation know-how and commercial M&A background.

- Industry reach-back aligned to agency priorities
- End-to-end support and integrated capabilities
- FISMA security
- ITIL 4®, CMMI-SVC ML 3, and CMMI-DEV ML 5 certified



### Technology innovation & optimization

**We deploy capabilities across the technology spectrum**, as a global leader in cloud professional services, systems integration and maintenance, and ITSM technology.

- Deloitte's OperateEdge™ ITOps platform, together with ServiceNow®
- Virtualization platforms
- Automated solutions



### Data-driven approach

**We ignite the fuel that powers insight** by turning your data into intelligence.

- Predictive analytics for problem management and capacity planning
- Real-time integrated data sets to drive decision-making
- Data visualization



### UX / CX leading practice

**We never forget the human element** through our digital transformation services, customer experience strategy and human-centered design.

- GovConnect and digital customer
- Problem management and incident experience
- User experience strategy and engagement
- Performance measurement

## Case studies

# Core technology operations in action



### Defense agency

Modernizing IT infrastructure to enable agility and scalability

#### Challenge

Aging IT infrastructure and processes were affecting a Department of Defense client's ability to provide world-class customer support and deploy the cutting-edge technologies needed to fulfill its mission to safeguard federal information systems. The agency wanted to modernize its enterprise IT services to become more agile and accountable.

#### Solution

- Implemented program management plans to drive greater accountability and standardization in meeting crucial project milestones.
- Restructured enterprise operations and developed an enterprise operational performance dashboard, with reporting functionality.
- Coordinated IT service management to increase transparency on actionable items and priority conflicts.
- Modernized data center operations, which helped improve end user and IT support.
- Identified mission need for surge support and developed IT implementation plans, additional staff and other resources.

#### Outcomes

- **Success rate:** Delivered prioritized projects with a schedule variance of only 5%.
- **Faster processing:** Executed 559 key batch processes for mainframe systems in 19 hours during transition.
- **Improved efficiency:** Automated 48% of regression testing for a mission-critical case management application.
- **Better customer experience:** Reduced waiting times and improved ticket triaging.



### State government

Improving financial transparency and efficiency with a unified ERP solution

#### Challenge

A state government had 60+ agencies operating on hundreds of financial and procurement systems recognized that complexity stood in the way of financial transparency and efficient fiscal management. It enlisted Deloitte to help develop and deploy a cloud-based ERP solution that would enable transparency, reduce costs associated with maintenance of multiple systems, and enable critical and timely insights into operations.

#### Solution

- Developed an innovative SAP ERP solution and deployed it across the finance and procurement process areas of most of the state's agencies, departments and other organizations.
- Consolidated ~400 legacy financial systems (including asset management, receivables, payments, banking, procurement and budgeting) and streamlined 120+ redundant processes.
- Trained more than 2,000 employees on the new ERP solution.

#### Outcomes

- **Role model:** Became one of the first state governments in the United States to migrate all financials and procurement to a unified cloud platform.
- **Wide adoption:** 90% of the state's agencies perform financial transactions on the platform, and over \$100B of funds were budgeted and transacted within the first five years.
- **Greater transparency and accuracy:** Improved agency leaders' ability to view financial detail in real time and reduced audit findings.
- **Building on success:** Now developing a statewide cloud solution for human capital management, including functionality for core HR, time, pay, recruiting, onboarding, performance, compensation and learning management.



# Get in touch



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