

## ➤ The Customer

The customer is a State agency that provides free or low-cost services to aging and disabled adults and their families. Over the years, the customer acquired and incorporated systems and applications to deliver cost effective services and support. This key legacy application required remediation due to the lack of vendor support and the lack of internal staff with the necessary skills to maintain the system.

## ➤ The Problem

There were a number of challenges that made updating the system difficult. The large number of legislative changes required impact analysis and simulation within a short time frame. Policy and IT were ineffective in implementing policy changes due to the geo-political environment. Within the existing systems; policies, workflow and business logic were tightly coupled and entrenched, making it difficult to upgrade the system. Additionally, there was a distinct lack of documentation and subject matter expertise within the organization. Finally, the lag in policy approvals and the necessity of manual workarounds to overcome legacy system limitations added to increased maintenance costs.

## ➤ The Solutions

PreludeSys was awarded the project due to its expertise in legacy modernization and our understanding of business policy and process management. In formulating a solution, PreludeSys designed a multifaceted system that could harvest decisions and policies from legacy systems, but also create new model rules for the customer's current needs and allowed for greater agility and business control. The improved Rules

Engine allowed the customer to automate decision and policy changes with minimal manual intervention, thereby increasing efficiency and reducing risk of duplication or lost files. Additionally, the updated system allowed for increased transparency and made business policy changes quicker and more cost-effective. Finally, the system's reporting feature made auditing easier, and provided better collaboration between the business and IT staff.