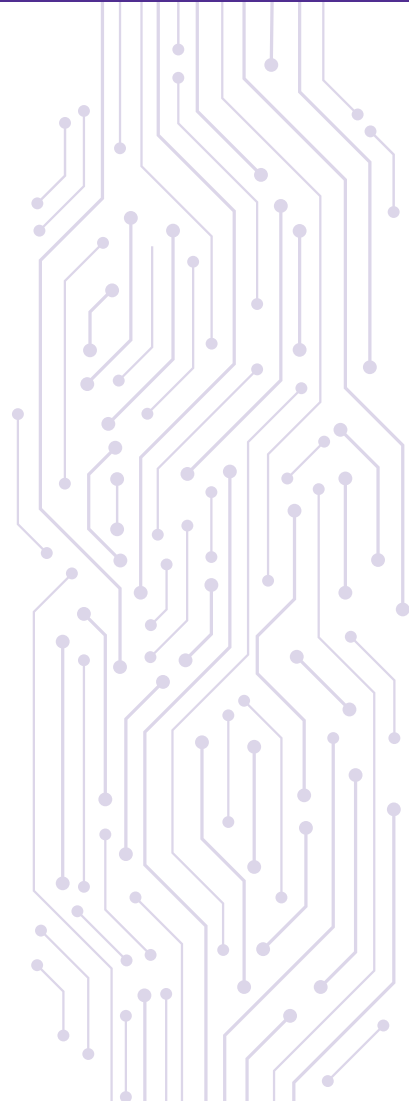


Making the Most of a Transition to a Modern Technology Platform without the Cost of a Full-System Replacement

Child support programs can realize tangible benefits as the result of a system replatforming project

If your state's program is operating on an aged, inefficient computer system and you don't need or cannot afford a full replacement system, replatforming may be your best option for system modernization. The good news is states can realize significant operational and business process benefits as part of the replatforming effort. All too often the transition to a new platform focuses on technology rather than program goals. A more holistic replatforming effort can incorporate organizational readiness, staff preparation, data management, interface planning, and project management activities, enabling your state to achieve greater value for its multi-million-dollar investment.

Replatforming is not only a way to move your aged system to a current technology platform, but also an opportunity to increase program performance, decrease operations and maintenance costs, improve user experience, optimize workflows, and focus on pain points that limit your ability to serve customers and employees. New technology creates an opportunity to reimagine and enhance how the system supports case and customer management. Our team of skilled consultants can help the state explore and implement program improvement opportunities leveraging the technology investment required to move your systems and processes to the Cloud.



Maximus can support a replatforming approach that meets your state's unique requirements

As a global leader in child support services for nearly 50 years, Maximus has extensive experience assisting states in modernizing their child support systems. Our team of system replatforming experts is available to support your state throughout the process using a structured service offering that takes into account both functional and technical perspectives. Our comprehensive program and system knowledge enables us to develop and execute a replatforming approach that will assist you in exploring alternatives that provide improved business processes, enhanced technology, and continuity for customers and employees. We will lead you through a series of exploratory steps designed to identify the best replatforming alternative and to assist in managing the project once initiated. Following is a list of just some of the services we offer.

- **Technology roadmap:** Develop system requirements to identify the modern system platform that best fits your state's needs
- **Operational assessment:** Investigate system enhancements to be developed in conjunction with replatforming to improve case management and overall program performance
- **Staff preparation:** Assess and analyze the staff required to maintain the replatformed system, e.g., what technical skills and training are required
- **Procurement support:** Assist the state in procuring the services of a contractor to perform the code conversion
- **Project management:** Provide project management services to ensure the replatforming project meets established standards for quality, schedule, risk, and budget
- **Data management:** Assess data integrity through an extensive data-cleansing initiative to identify and remove duplicate and erroneous data maintained in the legacy system
- **Interface planning:** Explore opportunities to improve or expand system interfaces with internal and external partners
- **Document generation:** Assess opportunities to enhance document generation capabilities such as document scanning, bi-directional document exchanges with customers, and case management workflows

To learn more about how Maximus can help with your child support system modernization project, no matter what stage of the process it's in, we invite you to contact us at: PMCinfo@maximus.com