

Transforming Government Health Services: A Lift and Shift Cloud Migration Case Study

The Client

The Client is a US-headquartered global leader specializing in transformative solutions for health and human services programs serving governments worldwide. Through strategic government partnerships, they deliver comprehensive end-to-end solutions for public health and human service initiatives. Their approach focuses on driving process efficiencies, measurably improving outcomes, and ultimately advancing community well-being through innovative program management and implementation.

The Challenge

The Client faced significant infrastructure limitations that hindered their ability to scale operations and efficiently deliver their services. Some of the key challenges faced by them included:

While the company's digital platforms served millions of users, they faced several accessibility challenges:

- **Aging Legacy Infrastructure:** Outdated on-premises systems were becoming increasingly costly to maintain and lacked the flexibility to adapt to changing program requirements.
- **Scalability Constraints:** Fixed capacity limitations created service delivery challenges during peak enrollment periods for government health programs.
- **Geographic Expansion Barriers:** Physical infrastructure limitations complicated the organization's ability to rapidly deploy solutions for new government contracts across different regions.
- **Data Security Compliance:** Meeting evolving healthcare data regulations (HIPAA, GDPR, etc.) required increasing investments in their aging infrastructure.
- **Disaster Recovery Concerns:** Existing business continuity capabilities couldn't meet the stringent uptime requirements of critical government health service platforms.
- **Innovation Lag:** Technical resources were predominantly focused on maintaining legacy systems rather than developing enhanced service delivery capabilities.
- **Inconsistent Performance:** Service response times varied significantly during high-demand periods, impacting both government staff and program participants.

The Solution

Optteamix worked with the Client and implemented a lift and shift migration approach to AWS, prioritizing rapid transformation with minimal disruption to their critical government health and human services programs.

- **Migration Assessment and Planning**
 - Conducted comprehensive technology assessment
 - Prioritized migration waves based on criticality and interdependencies
 - Developed detailed migration runbooks for each application component

- **AWS Service Implementation**
 - AWS Application Migration Service (MGN): Automated server replication and cutover processes
 - Cloud Migration Factory: Orchestrated large-scale migration of diverse workloads
 - AWS Database Migration Service: Migrated critical program databases with minimal downtime
 - VMware HCX: Facilitated seamless movement of virtualized workloads
- **Governance and Security Framework**
 - Implemented AWS Control Tower for multi-account environment management
 - Deployed enhanced security controls aligned with FedRAMP and HIPAA requirements
 - Established robust identity and access management protocols
- **Phased Migration Approach**
 - Phase 1: Non-production environments and internal administrative systems
 - Phase 2: Secondary program support applications
 - Phase 3: Core program delivery platforms and client-facing portals
- **Operational Transformation**
 - Implemented AWS CloudWatch for comprehensive monitoring across migrated workloads
 - Established automated alerting and incident response workflows
 - Developed cloud operations playbooks for government program support teams
 - Governance and Security Framework

Value Delivered

The AWS migration fundamentally transformed the Client's ability to deliver health and human services programs, enhancing its position as a trusted government partner.

- **Infrastructure Cost Reduction:** Shifted from capital-intensive infrastructure to a consumption-based model, significantly reducing program delivery costs by approximately 55%.
- **System Availability:** Exceeded government service level agreements (SLAs) across all program platforms, strengthening partner confidence by ensuring 99.97% system uptime.
- **Faster Program Deployment:** Reduced time-to-implement for new government contracts from months to weeks through standardized AWS infrastructure templates.
- **Enhanced Compliance Posture:** Achieved comprehensive HIPAA, HITRUST, and FedRAMP compliance certification for all migrated workloads.
- **Reduction in P1 Incidents:** Improved system stability and reliability through AWS's robust infrastructure, resulting in an almost 50% reduction in P1 incidents.
- **Elastic Capacity Scaling:** Successfully managed seasonal enrolment surges for major government healthcare programs without performance degradation.
- **Operational Efficiency Gain:** Redirected IT resources from infrastructure maintenance to program innovation and optimization.
- **Modernization Acceleration:** Established the foundation for an 18-month progressive application modernization program following the initial lift and shift migration.



SIMPLIFYING SUCCESS

About Optteamix

Optteamix is an AI-powered technology services company specializing in AI, Application Development, Robotic Process Automation (RPA), DevOps, Enterprise Mobility, Test Automation, and Global Capability Center (GCC) operations. Guided by our higher purpose—**“Simplifying Success”**—we deliver transformative solutions that help organizations scale efficiently and thrive. Headquartered in Denver, Colorado, we operate a wholly owned delivery center in Bengaluru, India.

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