

PROJECT CASE STUDY:

IT INFRASTRUCTURE & APPLICATION MODERNIZATION FOR THE SOCIAL SECURITY ADMINISTRATION

CLIENT OVERVIEW

Client is a critical federal agency responsible for processing over \$80 million transactions daily and distributing \$146.6 billion annually in benefits. With a workforce of over 80,000 Federal and State employees across 1,500 offices nationwide, maintaining an efficient and modern IT infrastructure is crucial for Client's operational success.

PROJECT SUMMARY

BrioTech collaborated with Client to enhance, modernize, and maintain its IT infrastructure and applications to ensure seamless processing and delivery of services. Our support extended across hardware and software modernization, application development, and advanced IT problem management, reinforcing the efficiency of Client's enterprise-wide IT systems.

PROJECT SCOPE AND OBJECTIVES

SCOPE OF WORK:

- Infrastructure Support: Overseeing IT systems managing over 80 million transactions daily.
- Application Modernization: Enhancing and maintaining Client's mainframe and enterprise applications.
- Performance Optimization: Redefining application requirements for enhanced efficiency.

OBJECTIVES:

- Improve system performance and scalability through IT modernization.
- Develop and maintain enterprise applications using industry-leading Java/J2EE technologies.
- Ensure seamless enterprise print functionality through EPA solutions.
- Strengthen problem management processes to enhance system reliability.

SOLUTIONS IMPLEMENTED

APPLICATION MODERNIZATION & DEVELOPMENT

- Utilized J2SE and J2EE technologies to enhance Client's enterprise applications.
- Developed robust EPA (Enterprise Print Application) code to standardize mainframe print solutions.
- Integrated Java and JavaScript technologies for real-time system updates.

IT INFRASTRUCTURE ENHANCEMENT

- Ensured high-performance hardware and software optimization for critical Client applications.
- Maintained and upgraded mainframe environments for operational efficiency.
- Implemented Spring, Struts, and JDBC frameworks for Client's Java-based applications.

ADVANCED IT PROBLEM MANAGEMENT

- Supported Client's system for effective tracking of critical IT incidents.
- Managed and updated Outage Database to minimize downtime and enhance service continuity.

KEY ACHIEVEMENTS & IMPACT

OPERATIONAL EFFICIENCY & COST SAVINGS

- Increased transaction processing speed, improving system efficiency.
- Enhanced enterprise print functionality to streamline Client's mainframe operations.
- Improved problem resolution processes, reducing system outages and downtime.

TECHNOLOGY & SECURITY ADVANCEMENTS

- Strengthened application security through modernized coding standards.
- Ensured scalability of Client's IT systems to support future advancements.
- Provided real-time system monitoring and updates, ensuring proactive problem resolution.

CONCLUSION

Through IT infrastructure optimization, application modernization, and problem management enhancements, Zolon Tech played a pivotal role in supporting Client's mission-critical operations. Our expertise in Java/J2EE, database management, and IT security ensured that Client could efficiently process daily transactions, manage IT resources, and deliver uninterrupted services to beneficiaries nationwide.

WHY BRIOTECH?

- Proven expertise in government IT modernization and enterprise solutions.
- Robust application development with Java/J2EE, Spring, and Struts frameworks.
- Scalable and secure IT solutions to ensure long-term operational efficiency.
- End-to-end problem management for enhanced IT infrastructure reliability.