

Application modernisation and optimisation

Drive innovation while minimising risk

Deliver first-class user experiences, drive down costs and move forward on your digital transformation journey by optimising and modernising your business-critical IT applications



Enhances user experience



Reduces total cost of ownership



Minimises risk

Drive innovation while minimising risk

Changing customer expectations and the rapid development of new technologies mean that keeping existing applications and services up-to-date and high-performing is an ongoing challenge for all organisations.

Delivering innovative, user-friendly and efficient digital services to your customers and users doesn't have to involve the expense or big-bang change of full redevelopment though. Instead, modernising and optimising your current applications as part of your digital transformation roadmap is a cost-effective and low-risk alternative that ensures your systems and services remain current and secure, and continue to meet evolving user and business needs.

Prioritise change to maximise impact

Civica Digital supplies application modernisation and optimisation services which maximise value and drive innovation from your current IT estate, giving you the basis for future growth in your organisation.

By building on your existing investments and leveraging modern technologies and cloud services, we'll enhance and adapt your existing IT applications to reduce total cost of ownership, minimise risk and deliver a fantastic user experience.

Drawing on our extensive experience of digitising essential services across the public and private sectors, we'll help guide and manage the introduction of new technologies in the right way and at the right time, as part of your digital transformation roadmap. We'll work with you to identify and implement the technology and/or process changes that are most effective and efficient, ensuring you're quickly delivering value and maximising your return on investment.

A secure, trusted partner

Many of the applications we support handle sensitive and secure data. This experience, along with our security-cleared employees and ISO 27001 certification, means your business-critical applications are in safe hands.

We also apply the same proven modernisation and optimisation approach that we use for Civica-developed solutions to applications built by third-parties or our customer's in-house IT departments. This means that regardless of your systems' complexity or who built them, our experienced team will support, enhance and extend the life of them, helping you deliver more effective digital services for your users and enabling better outcomes.

Our application modernisation and optimisation services include:



Advisory



Application lifetime extension



Cloud enablement



Drive more value from your business-critical applications

1. Advisory

We provide consultative services to help our customers understand the best available options and approaches to modernising and enhancing their existing applications. This can involve technical roadmaps, targeted processes and UX enhancements, and the introduction of cloud services.

Our team will work closely with you to understand your needs and guide you on the adoption, incorporation and implementation of modern application development methods and technologies that will best support your organisation.

Our services include:

- ▶ **Application lifecycle review** – Technical review of your current application technology stack support lifecycles and recommendations on updates to ensure continued service delivery at required levels.
- ▶ **Application cloud readiness** – Expert inspection of existing software architecture and code to determine an application's quality, supportability and compatibility with modern cloud platforms and strategy.
- ▶ **Cloud roadmap** – Recommendations on the best steps and approach to move to, or increase your use of, cloud services.
- ▶ **Business process improvement** – Advice on how to modify existing processes and services, and use modern technologies, to achieve business efficiencies.

2. Application lifetime extension

Whether it's an upgrade to the user interface, a refresh of an outdated component or migration to cloud hosting, we'll introduce modern technologies and cloud services to extend the lifetime of your current applications and support your digital transformation strategy.

Not only does this deliver security and performance improvements, it avoids the cost and risk of replacing an application completely. If you maintain and enhance your applications properly during their life, they can do everything a new application could at a fraction of the cost – **by extending the lifetime of your application, you can drive down total cost of ownership by as much 50%.**

And our lifetime extension approach works. It's seen us successfully support and enhance numerous customer applications – including a national transportation solution, a core policing system and a national asset management application – for as many as 10, 15 and 20 years, well past the typical lifespan of comparable applications.

We help extend the life of your applications through:

- ▶ **Application refresh** – Implementation of new application components to ensure continued service availability, security and vendor support.
- ▶ **User interface (UI) modernisation** – Updates to an application's UI and front-end technology to deliver an improved user experience and ensure continued browser and device support.

▶ **Refactoring** – The repurpose or adjustment of an existing solution or service to support a new objective. This can involve incorporating APIs to integrate with different services, changing existing functionality or introducing new modules based on modern technologies.

▶ **Cloud platform optimisation** – Expert design, implementation and deployment services to help optimise an application's cloud architecture and maximise service availability, performance and commercial efficiencies.

3. Cloud enablement

Cloud-based services are an increasingly strategic delivery model for many organisations. We can enable and support our customers' adoption of these services, helping to deliver valuable benefits such as flexibility, scalability, efficiency and better support.

Our cloud enablement capabilities include the design, migration and implementation of existing bespoke applications and services to:

- ▶ Platforms and services such as AWS, Azure and UKCloud
- ▶ A micro-service architecture, providing cloud-agnostic container deployment options.
- ▶ Partially or fully replace traditional applications with cloud-native services.

Find out more

To discover more about how our application modernisation and optimisation services can help you reduce costs, improve service delivery and provide a better user experience, visit us online or get in touch today.