

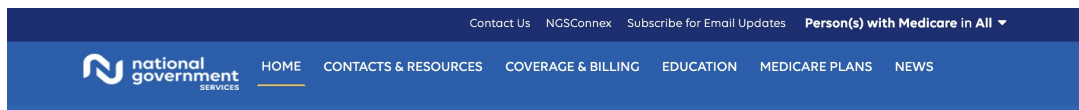
## Modernizing Digital Health Management Systems for a Federal Healthcare Contractor

### About the Client



Our client, National Government Services (NGS), an Anthem Company, has been instrumental in shaping critical healthcare programs in the United States since 1966. Their close collaboration with the Centers for Medicare & Medicaid Services (CMS) ensures that society's most vulnerable have the healthcare access they need.

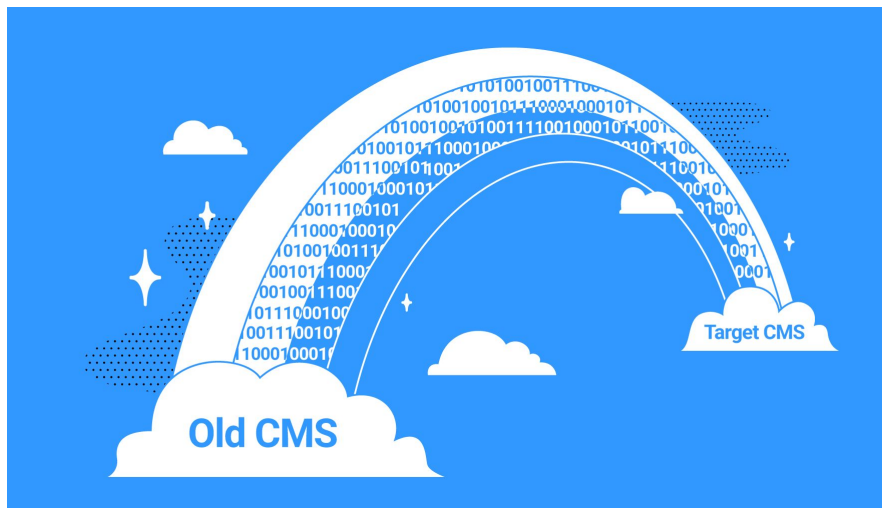
Annually, they process over 200 million claims for 25 million Medicare beneficiaries, handling \$70 billion in payments from the Medicare trust fund. Their continuous efforts in modernizing digital health management systems help them adapt to annual benefit changes and reduce provider burden.



## Business Challenges

NGS faced recurring instability within their digital platform, experiencing frequent outages and unexpected downtime which impeded their business operations. Federal regulations necessitated stringent record retention, requiring every piece of content to be stored and retrievable across all its historical versions. This escalating data bulk was rendering their website increasingly unmanageable, with performance continuously deteriorating.

Moreover, there had been a turnover among the client's website staff since the platform's initial adoption. This left them devoid of essential business or technical knowledge required to maintain and optimize their complex CMS platform.



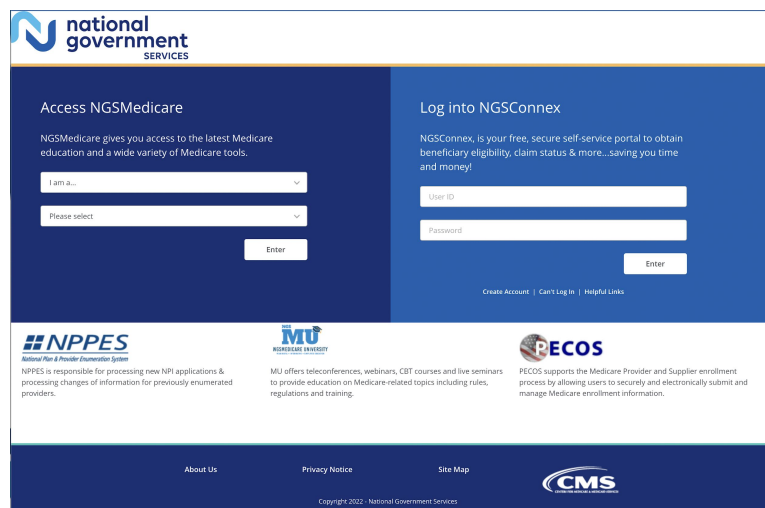
## Our Approach

The strategy was to migrate to Liferay DXP in a 'lift and shift' manner - where the content and user experience remain unchanged while the backend organization and management of content are revamped.

Our team at Asponte worked closely with the client to refine the new information architecture and streamline content management on the Liferay DXP platform.

Utilizing the Asponte's Cross CMS Synchronization tool, we successfully extracted all historical versions of the client's content from the HCL Digital Experience environment and migrated them to Liferay DXP. This ensured that every binary file and content item's historical creation, workflow, publish and expiry date were intact, enabling precise content tracking on specific dates and times.

The migration not only facilitated seamless content transfer but also required only minimal updates to the display templates. This allowed the client to easily recreate hundreds of pages within a few months. We also provided comprehensive training to content authors on the new platform, ensuring a smooth transition and enabling them to handle daily tasks and complex content creation requests efficiently.





## Process

### WCM Export

WCM Export Services: Develops a REST based service to export all content items in a structured data response to enable LRDX import service to retrieve all content from WCM.

- WCM JMS Listener: captures and pushes content updates to LRDX
- LRDX Mass Import: retrieves all content items via WCM export service so items can migrate into the new environment.
- LRDX Import/Update Service: supports authoring updates enabling content authors to utilize the current system while the new LRDX system remains up to date
- Documentation and Support: all Documentation, Asponte Quality Assurance Support, 2 Full Deployments, and Go Live Support.
- Administration: Project Management and Technical Administration resources manage the timeline, resources, project guidelines and adherence to Agile Methodology.

### Software Leveraged

Liferay DXP



## Results

Our solutions empowered the client to transition their site to Liferay DXP seamlessly, maintaining its functionality and user experience. The new platform proved to be robust and reliable, exhibiting significantly improved performance with no issues reported post-migration. The enhanced infrastructure coped effortlessly with daily content updates.

Furthermore, the client leveraged Liferay DXP's headless API capabilities to integrate the platform's content into other third-party systems, establishing Liferay as the primary content authoring platform and official system of record. This migration, had it occurred post the licensing changes with HCL Digital Experience CN, would have saved the client over \$1M in licensing fees.

The client's business and technical teams expressed high satisfaction with the Liferay DXP platform, which has now become central to their operations with plans for additional website migrations.

## Client Comments

We just fully released our main Liferay site (ngsmedicare.com) and everything is going extremely well. Appreciate all your help there and keep me up to date on any new things your team is working on.



## About Asponte

Asponte Technology connects applications, data, content, and people. Primarily supporting Enterprise clients with advanced development services ranging from websites, user portals, API integrations and web apps to systems architecture consulting, cloud hosting & management, to full design services and more.

Asponte is highly skilled in managing modern digital transformations and IT services. Since 2008, we have developed websites and solutions that allow companies to deliver amazing Digital Experiences to their clients and employees. Digital Experiences are the core competencies of Asponte Technology. Our team members have worked as Solution Architects at some of the top companies in the world.

Asponte offers custom development and infrastructure services, software sales, cloud migrations plus hosting options. We focus on the business strategy to deliver technical expertise along with value-added digital solutions that improve user satisfaction and achieve business goals. We provide reliability, proven technology and security through managed infrastructure, platform and software responses for clients seeking enterprise grade solutions along with Management Consulting Services.

Our experience working with Fortune 1000 companies has made us a top choice for technology services, architecture and development to help companies solve complex problems, speed time to market, and improve engagement with a lower total cost of ownership.

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