



PaaS: Transforming how agencies achieve mission

With trusted platform-as-a-service solutions, agencies can focus on transforming the customer experience

IN 15 YEARS of helping agencies leverage cloud technologies to resolve complex business challenges, we have observed our clients reaching a critical point of transformation through their adoption of platform as a service (PaaS). The government can deliver secure, scalable, mission-impacting applications in weeks or months, instead of years. The ultimate “winner” becomes the American people who fund and consume government services.

PaaS liberates the government to focus on innovation

While each agency has a unique mission, their core functions are like any other business – they provide services, manage assets, give answers, and strive to keep their workforce happy and productive. PaaS solutions offer a pre-built infrastructure that expedites project delivery, leaving more

time to focus on innovation.

Agencies can implement PaaS, use the drag-and-drop interface to customize without developers and reuse PaaS features built by other organizations. In addition, government agencies have access to the U.S. Digital Services Playbook, which provides web design standards. Leveraging these tools, in 2014, we replaced a correspondence management system in months that originally took years to develop. Since that time, we have reused the solution at multiple agencies and reduced deployment time to mere weeks.

The government is reaching a tipping point in innovation. Since PaaS provides the core infrastructure and reusable features, our client conversations have evolved from what a button should look like to how we can build a system that provides the best customer experience.



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Agencies no longer have to reinvent the security wheel

No agency wants its name and “breach” in a headline; cybersecurity is the start and end of every IT conversation. The process of attaining the security approvals is rigorous, as it should be; however, some might find the requirements too cumbersome to justify their innovative idea.

The General Services Administration has “FedRAMPed” multiple PaaS solutions. In addition, agencies can reuse security controls that have been approved for other applications. As more apps are developed, the turnaround time for security updates shortens, saving agencies significant time and money.

PaaS sparks collaboration and federal job satisfaction while achieving mission

Government agencies that use PaaS solutions have organically come together to share best practices. We have





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seen multiple Centers of Excellence self-organize to support the entire government's use of these innovative platforms. Need help writing a statement of work? Not sure how to approach 508 compliance? Looking for a grants management app? There is a network of business and IT technicians that meets each month to holistically innovate government.

Since PaaS solutions do not require a

background in development, more government employees are building their skill sets in tools used across Silicon Valley businesses. There has been a shift in excitement in our clients. Since PaaS takes care of the basic needs, they feel empowered to think creatively as to how they can support their agencies' missions. We see more agency "strategic goals" guides being used to drive requirements.

PaaS has created momentum in the technology and workforce that provide our government services. We are eager to see – and benefit from – what innovation PaaS drives next. ■

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13 out of 15 Cabinet-Level Agencies.

To learn more about our Public Sector expertise,
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