# Modernizing customer engagement for a public health agency with Innova Solutions and AWS

## Challenge

A public health and human services agency needed to modernize how it engaged with customers across multiple programs. Its legacy infrastructure relied on siloed platforms and manual workflows for scheduling, eligibility verification, referrals, and communication—resulting in service delays and customer drop-offs. The agency also had to serve a diverse population, including Medicaid recipients and individuals with limited digital access, while maintaining HIPAA and CMS compliance. These challenges created a pressing need for a more integrated, flexible approach to customer engagement.

## Solution

Innova Solutions partnered with the agency to reimagine its Customer Engagement Suite (CES) as a modular, cloud-native platform powered by AWS. The new architecture used microservices to isolate and scale individual workflows—enabling phased modernization without disrupting critical operations. AWS services such as Lambda, ECS, and RDS provided the foundation for secure, compliant, and highly resilient service delivery. Real-time data integration and monitoring tools like CloudWatch and Kinesis gave the agency visibility across platforms and supported future innovation in care coordination and outreach.

## Results

The modernized CES helped streamline key workflows, reduce operational delays, and improve patient and staff experiences. The agency achieved a 75% reduction in mean time to restore (MTTR), resolved 14 critical security defects before general availability, and deployed a scalable, enterprise-wide platform to support growing program needs. With secure data sharing, real-time visibility, and improved coordination, the new CES positions the agency to deliver faster, more equitable health and human services—while staying compliant and future-ready.

**75%** reduction in AWS RDS Mean Time to Restore — from 4 hours to 1 hour

**14** critical security defects remediated pre–general availability

Key capabilities aligned to HHS needs

### Digital Modernization

- Scalable, serverless infrastructure to meet demand spikes (AWS Lambda, ECS)
- Modular microservices support phased modernization

### Integrated Analytics

- Real-time monitoring and visibility (CloudWatch, Kinesis)
- Faster troubleshooting and system-level insight

### Security and Compliance

- Encrypted, compliant data services (RDS, DynamoDB)
- Secure integration across platforms (SQS, OpenSearch)

## The Innova Difference

Innova Solutions is a global technology services company delivering AI, cloud, cybersecurity, and digital modernization solutions tailored to the complex needs of public sector healthcare and human services agencies.

## Better with AWS

AWS provides a highly reliable infrastructure with robust disaster recovery and high availability, crucial for maintaining uninterrupted public services. Innova Solutions brings expertise in digital product engineering, cloud services, AI & automation, and cybersecurity to drive modernization.

Learn more about Innova Solutions for the public sector.