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WHITE PAPER

Enabling cloud-driven transformation in government

OpenText and AWS deliver information management solutions in the cloud

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OpenText, the global leader in information management, and Amazon Web Services (AWS), a leading public cloud infrastructure provider, have partnered to bring information management cloud solutions to the United States public sector. This position paper explores the opportunities and benefits that this partnership provides to federal, state and local government agencies managing significant amounts of information.

Executive summary: Application modernization, innovation and cloud transformation

In March 2021, the American Rescue Plan announced a $1-billion fund for government IT modernization.[1] In response to the new environment the COVID-19 pandemic had created, the Technology Modernization Fund has dramatically accelerated adoption of cloud computing across all levels of government.

Government bodies worldwide are under ever-increasing pressure to modernize their information management systems and technology. But with tightening budgets and limited skilled resources, these organizations are hard pressed to keep up with rapidly changing technological demands imposed primarily by the evolving regulatory landscape and increasingly sophisticated threats. The pandemic has only exacerbated the need for greater responsiveness and agility.

According to Gartner, "Organizations are advancing their timelines on digital business initiatives and moving rapidly to the cloud in an effort to modernize environments, improve system reliability, support hybrid work models and address other new realities compelled by the pandemic."[2]

The cloud offers public sector organizations the opportunity to accelerate innovation, reduce infrastructure costs and simplify the delivery of services. Powered by the cloud, agencies can optimize and automate business processes, quickly pivot to new business models, develop unique and engaging citizen experiences and enable remote work and remote learning for staff.

The cloud can also simplify application and infrastructure modernization, which builds resilience and agility through greater management efficiency, faster application upgrades and data center consolidation. Most importantly, cloud computing frees agencies to dedicate more resources towards the delivery of enhanced citizen experiences.

Most organizations today are exploring ways of leveraging the cloud to accelerate the achievement of their goals. To this end, many have adopted a cloud transformation strategy based on replacement of physical data centers with Infrastructure as a Service (IaaS) models and the migration of on-premises workloads onto the organization's managed cloud environment.

While these projects address some inefficiencies, such as lowering infrastructure costs and simplifying infrastructure modernization, the strategy does not represent a fundamental change in the way the organization procures computing capabilities. Migration onto the organization's managed cloud environment in effect simply replaces a physical data center with a virtual one. The organization continues to invest management focus and funding on data center operations and application management, including direct labor costs, lease costs, equipment and software costs, as well as risk, complexity and skills acquisition.

1 The Technology Modernization Fund, American Rescue Plan. (2021)

2 Gartner, Gartner Says Four Trends Are Shaping the Future of Public Cloud. (2021)

A recent Accenture survey found that 70 percent of public sector executives see migration to the cloud as key to the transformation of core models and systems.[3] But to achieve real transformation and maximize the benefits of cloud adoption, the organization should adopt a strategy that provides cloud computing where the organization uses the application and does not have to think about the underlying IT infrastructure required to deliver the capability.

OpenText and Amazon Web Services (AWS) have partnered to bring information management solutions to the AWS public cloud infrastructure to enable secure access, use and sharing of information in the cloud.

This position paper discusses how this partnership empowers public sector organizations to gain full value from their information management investments and data through improved innovation, increased process automation and agile delivery of new services and business models.

The drive for cloud adoption in government

Public sector organizations face increasing demand for citizen services, while their budgets and tax revenues are decreasing sharply.

Many public sector organizations are now determined to benefit from the lower infrastructure costs and greater flexibility associated with cloud technology. The trend is established for governments to migrate data and workloads to the cloud and quickly develop cloud-hosted online capabilities and app-driven citizen services.

Gartner estimated a two-fold rise in the government sector's rate of public cloud adoption, with spend growing at an average of 17.7% annually through 2021.[4] A sector that has been slow to adopt cloud is beyond just catching up. It now invests more—at both a local and national level—than the private sector, according to the analyst firm.[5]

This shift to cloud computing allows agencies to better focus their attention on citizens while addressing the growing costs of managing applications, data centers and infrastructure, as well as increasing threat levels and governance requirements. Recent research from the Center for Digital Government (CDG) reports U.S. government executives have made significant progress in moving citizen-facing and collaborative applications to the cloud (See Figure 1).

	Primarily in the cloud (more than 50%)	Primarily not in the cloud (less than 50%)	Do not know
Citizen-facing web applications	41%	50%	9%
Cybersecurity	28%	57%	15%
Call center/contact center	24%	55%	21%
Collaboration tools	57%	34%	9%
Back-office applications	28%	56%	17%
Payment processing	30%	49%	21%
Analytics & AI	23%	52%	24%

Figure 1: Are any of the following applications/workloads located in the cloud? (Source: CDG)

3 Accenture, The cloud imperative for public service. (2021)

4 Gartner, Understanding cloud adoption in government. (2018)

5 ibid

In all, 57 percent of the public sector organizations surveyed say they have moved more than half of their collaborative applications to the cloud, with 41 percent having done the same with citizen-facing workloads.[6] More than 70 percent of respondents also have plans to migrate some applications or workloads to the cloud in the next 12 to 18 months, focusing on citizen-facing and back-office applications.

The cloud is the ideal platform for innovation and service delivery in the public sector, providing easier access to new offerings from technology providers and greater resilience and flexibility. It allows government teams to improve collaboration and build, test and deliver systems and applications faster to enhance decision-making and citizen engagement.

Benefits of cloud migration

According to McKinsey,[7] early cloud adopters have benefited from:

- 90-percent reduction in time to market for selected services and features.
- 10 to 20-percent reduction in net costs.
- 50-percent reduction in outages.

However, government agencies must look beyond just replacing data center infrastructure with cloud infrastructure services, which in effect is replacing one data center with another, albeit a virtual one. Infrastructure as a Service (IaaS) carries its own costs, mostly related to personnel costs, which are often overlooked. To fully leverage cloud computing, organizations must also consider the applications and workloads required for cloud modernization.

The CDG respondents cited improved access to content and services as a significant benefit of cloud migration. This means providing the right information to the right people on any device for public sector organizations, whose employees are increasingly dispersed and remote and whose citizens continually demand improved digital services and experiences.[8]

The benefits of cloud information management for government agencies

With cloud information management, government agencies benefit from:

Improved case management with connected customer data

Agencies can capture and connect information through its lifecycle, from leading applications to relevant business processes to provide employees access to timely and consistent content in context, allowing them to process cases quickly and efficiently. Visibility into assigned tasks, case progress and roadblocks speeds remediation.

6 CDG, Cloud Migration Survey. (2021)

7 McKinsey, How public-sector tech leaders can speed up the journey to the cloud. (2020)

8 EY, How can digital government connect citizens without leaving the disconnected behind? (2021)

Automated and optimized processes

With a centrally managed content repository, agencies can securely store and access any type of content, streamlining document management, records management, archiving and collaboration. By integrating information and processes across people, systems and devices, agencies can optimize and automate repeatable business processes to drive predictability and control.

Increased information governance, compliance and collaboration

Agencies can mitigate risk with comprehensive information management, which includes secure and compliant long-term storage, role-based access and automatic application of metadata and classifications. Eliminating paper and media duplications supports compliant digitization and storage requirements, backed by retention policies directly linked to specific documents.

Personalized digital experiences

Smart, content-rich applications enable agencies to deliver dynamic, relevant citizen experiences and support new and efficient ways of working. By using reusable building blocks and accelerators, agencies can create applications at a lower cost, providing a quick start for countless processes.

In 2019, there was a 30-percent increase in the number of cloud services authorized and a 50-percent increase in the number of cloud products reused across government.[9] Today, government has gained even more confidence in the security and privacy of the public cloud, which has created a growing demand.

Delivering information management solutions in the cloud

Cloud services play a critical role in enabling federal agencies to boost productivity, improve operational efficiencies and innovate on demand. To meet that need, OpenText launched Cloud for Government from OpenText™.

The first cloud solutions under the partnership are OpenText™ Extended Enterprise Content Management (xECM) and OpenText™ AppWorks™. These cloud products deliver enterprise-wide content services that automate workflows and manage all forms of content throughout the content lifecycle (See Figure 2)—digitizing record files, creating a content ecosystem and providing a complete view of the customer across all channels.

9 Federal News Network, FedRAMP's banner year leads to more ideas to speed up, improve the processes, 2020

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Public cloud partnerships

OpenText partnered with Amazon Web Services (AWS) to deliver cloud information management solutions as the undisputed leader in public cloud infrastructure for government. OpenText also has strategic partnerships with Google Cloud™ and Microsoft® Azure® to provide innovative and agile cloud systems based on agencies' current application deployments.

As government agencies increasingly introduce hybrid and multi-cloud environments, these partnerships ensure the flexibility to deliver the needed business solution regardless of technical and infrastructure requirements. Research shows that 46 percent of federal agencies and 64 percent of state governments are comfortable working with a non-FedRAMP authorized solution if it meets their business requirement.[10]

Figure 2: Information management solutions across the content lifecycle

OpenText AppWorks: OpenText AppWorks is a low-code development platform that enables government agencies to build engaging smart and easy-to-deploy process automation applications. Integrating this solution within a government agency increases operational efficiencies and innovation on demand while ensuring compliance with strict governance requirements.

OpenText Extended Enterprise Content Management (xECM) for Government: OpenText Extended xECM platform manages the lifecycle of content, including digital file management, case management, archiving and disposal. This solution was designed to bring government agencies out of legacy paper-only processes while helping them maintain strict government compliance regulations. xECM easily integrates into existing enterprise applications, such SAP® and Oracle®, and scales to support high content volumes, allowing agencies to expand the solution as they grow.

Cloud for Government from OpenText: Cloud for Government and its integrated information management solutions simplify security processes by providing automatic updates for cloud optimized applications and infrastructure. This allows federal and state institutions to focus on modernizing business processes and enhancing the citizen experience rather than data center operations and systems management (See figure 3).

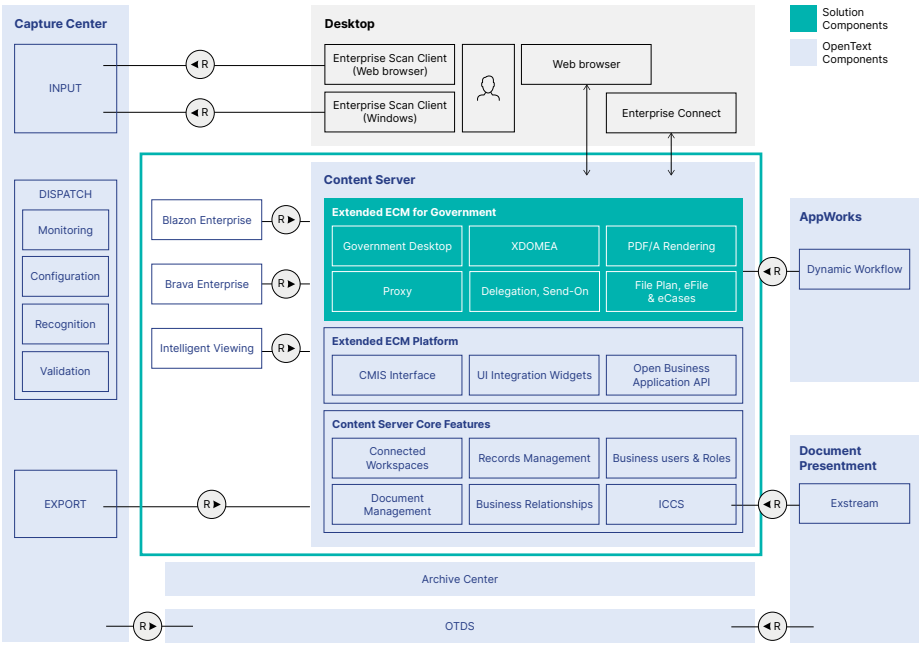

Figure 3: Cloud for Government from OpenText

10 Market Connections, FedRAMP survey. (2020)

By connecting information from leading applications to relevant business processes, employees gain access to timely and consistent content to boost productivity and effectiveness. The development of content-rich applications brings innovation to processes tied to grants management, permit management, citizen complaints and more.

The first innovation: Enabling the next generation of low-code agility

The low-code revolution is slowly beginning to deliver benefits to government. The partnership between OpenText and AWS brings the AppWorks low-code development platform to the cloud.

Now, more than ever, governments are under pressure to provide new services to citizens and more productive environments for public sector employees. And increasingly, they are responding by using low-code development platforms.

Low-code development platforms allow the agency to concentrate on business requirements and shorten the development process for simpler applications. Research shows organizations using low- or no-code methods say they are almost 50 percent less likely to report application delivery times that take more than 12 months. In fact, 15 percent of low-code users say they are delivering systems in four months or less.[11] One federal agency was able to design and deliver a reporting application for COVID-19 in less than one month.[12]

Key benefits of agile low-code platforms include:

Rapid, business-focused development

Low-code application platforms do not require the development of custom code. Instead, predefined templates and containers are customized to meet the business requirements. These platforms enable business users and citizen developers to get directly involved in the process of creating new systems and services.

Enhanced security

Low-code solutions can deliver new layers of security. With a pure code solution, agencies are vulnerable to an attack based on the code that they write. With a low-code solution, the platform provider hosting the service has a vested interest in keeping its applications and software safe from attack. In addition, the ability of business users to create small applications to address their specific business problems with a technology that is available at the enterprise level can virtually eliminate the growth of shadow IT, where users install their own insecure solutions on the corporate network.

The cloud delivers the ideal infrastructure for low-code development. At a time when budgets are constrained, highly skilled technical staff are in short supply and large IT programs have a history of costly failure. Low-code application platforms such as AppWorks dramatically reduce development overhead while purposely widening who is capable of participating in the application development project.

11 Outsystems, The state of application development. (2020)

12 Public Sector Network, Low-code, High Impact: Forging Stronger IT-business Partnerships to Successfully Modernize Mission-Critical Systems. (2021)

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OpenText and AWS: A powerful partnership for government

The partnership between OpenText and AWS enables government agencies to accelerate digital transformation and empower distributed workforces to drive innovation, collaboration, service delivery and citizen experience with information management solutions optimized for the cloud.

Whether looking to migrate on-premises workloads to the cloud, extend into another department, share capabilities with other agencies or adopt new cloud solutions, OpenText and AWS enable government agencies to reduce IT expenditure and optimize the workforce, increasing employee productivity and shifting valuable resources to high-impact business activities and innovation. The IT department can transition from data center management to focusing on business requirements.

Choosing OpenText and AWS for cloud solutions provides access to:

OpenText	AWS
• Largest provider of information management solutions to U.S. government, including content services, digital experience, Government-to-Government (G2G) integration, AI and analytics and information security • More than 25 years of successful solution delivery • More than 12,800 full-time information management professionals • More than 1,800 customer service experts • 24×7 global support	• Extensive global cloud footprint spanning 76 availability zones within 24 geographic regions around the world, serving 245 countries and territories, and growing • Deep set of cloud security tools, with 230 security, compliance and governance features and 90 security and compliance certifications • More than 175 global cloud-based services, from infrastructure technologies such as compute and storage, to emerging technologies such as data lakes and Internet of Things, for optimized cost and performance • More than 13 years of cloud service experience • Named world leader in cloud infrastructure as a service

Together, OpenText and AWS enable government agencies to:

- Quickly and securely deploy OpenText workloads to the AWS public cloud environment with near-zero downtime.
- Free IT staff and reduce operating costs by up to 30 percent by letting OpenText handle updates and upgrades.
- Keep systems running and data accessible through expanded support for high availability, technical integration, data sovereignty and compliance requirements.
- Protect business and customer data with a deep set of cloud security tools at the application and infrastructure level.
- Future-proof through regular solution updates with access to more than 175 global cloud-based services optimized for cost and performance.
- See an accelerated time to value for new systems, with up to 80 percent of regulatory and compliance requirements managed.

AWS and OpenText are dedicated to helping governments worldwide extract maximum value from information to drive improved business operations and citizen experience and reducing the IT burden to enable organizations to focus on mission and innovation.

Getting started

Cloud-based information management solutions help unlock the value in business information assets and create opportunities to develop new services and business models. However, moving to the cloud is a major undertaking and any workload migration project can be a daunting prospect.

OpenText offers two flexible approaches to make a seamless transition to the cloud: Software as a Service (SaaS) and cloud managed services (CMS).

Flexible and cloud-native

Organizations require flexible options on their journey to cloud adoption. OpenText's investments in the development of cloud-native applications enable organizations to accelerate their cloud journey and realize the benefits of cloud computing.

Cloud native applications and software are available for OpenText's portfolio of integrated Content Services and Experience solutions. Single tenant Software as a Service (SaaS) solutions enable organizations to leverage their investments and reduce the total cost of ownership (TCO) in OpenText software and skills attainment. Agencies are freed from data center management and can focus resources on the business.

Cloud managed services (CMS)

Cloud managed services enable government agencies to move to the cloud and leverage existing investments in OpenText solutions. This approach is delivered by a team of OpenText experts who will work with the agency to examine applications, infrastructure and business processes, identify needs and provide a tailored cloud adoption or migration plan for the business. Using managed services reduces both infrastructure cost and total cost of ownership.

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Resource links

- Cloud for Government
- OpenText on AWS
- Government Huddle Podcast

In addition, cloud managed services ensure upgrades and updates are part of the service, giving users instant access to the latest version of their information management solutions to increase employee productivity and shift valuable resources to higher value business activities and innovation. This is ideal for government organizations at every level.

Summary

We're now at an inflection point for scaling cloud adoption. The cloud is critical in enabling resilient public service operations to meet evolving citizen needs. Delivering on the agency's mission and citizen experiences in the future will require public sector technology leaders to look for ways to actively advance their cloud agenda.

Gartner says: "The economic, organizational and societal impact of the pandemic will continue to serve as a catalyst for digital innovation and adoption of cloud services. This is especially true for use cases such as collaboration, remote work and new digital services to support a hybrid workforce."[13]

Delivering cloud-based information management solutions allows governments at all levels to maximize the value of their information assets and make them available securely when and where they are required. The partnership between OpenText and AWS helps agencies fully exploit the cloud while reducing the IT cost and complexity to achieve modernization and transformation.

About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: opentext.com.

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