

Business as usual during COVID-19 for government agency using Adaptigent's Fabric Data Hub

As the largest U.S. municipal public employee retirement system, one agency has substantial technology needs all year long, let alone during a pandemic. The agency assists more than 350,000 workers from both civilian and uniformed vocations, administers pension benefits, and offers a variety of financial and retirement planning services. When the coronavirus emerged, many of the city's citizens counted on this agency to continue running smoothly.

Given that, there is little room for error in the agency's aging IT infrastructure. Their systems issue approximately 50,000 loans and process thousands of refunds and buy-back applications each year. At the same time, they must verify retirement allowances and ensure all payments are correct and timely. It's a demanding workload for any system.

Client

Largest municipal public employee retirement system in United States

Industry

Government

Challenge

Connecting legacy applications and the mainframe to modern applications to access critical information in real-time

Solution

Adaptigent's Adaptive Integration Fabric



Challenge

Interestingly, at the core of this operation, a mainframe-based pension system built in the 1980s runs the show. This system stores mission-critical data like members' personal information and pension figures. When the agency adopted modern applications to increase efficiency, there was simply no way to connect the apps to the system of record on the mainframe. Despite being extremely stable and reliable, legacy systems were never designed to interact with external systems or modern applications, making simple transactions outside of the mainframe very complicated and time consuming.

Solution

As the need to increase efficiency grew, exposing their mainframe posed a significant challenge to the agency's ability to architect a meaningful IT enterprise. Instead of trying to build an integration themselves, they needed an efficient solution that offered real-time access to the mainframe using modern APIs. They chose the Adaptive Integration Fabric from Adaptigent™ to make it happen.

Using the Business Ready Data Platform, a Fabric companion product, the agency can now issue real-time queries to instantly retrieve mainframe data. They can also integrate queries via RESTful APIs used by their frontend applications and business intelligence (BI) tools.

For such a large organization, integrating the mainframe with these BI tools is critical to understanding and managing their day-to-day operations and increasing overall efficiency.

Using the Adaptive Integration Fabric, the agency can now leverage their legacy systems to:

- Pull data from the mainframe in support of real-time analytics.
- Build interfaces to distributed and cloud-based applications.
- Integrate with modern systems, such as Salesforce, to enhance client services.

“The Adaptive Integration Fabric is the only way we could efficiently and effectively get real-time data off of the mainframe.”

-Enterprise Architect



Results

Using the Adaptive Integration Fabric, the agency also integrated their mainframe data with their customer relationship management system, Salesforce. The integration launched just as COVID-19 forced employees to work from home and allowed the agency to continue serving members remotely despite walk-in entrances and customer service centers being closed.

As time goes on, the agency plans to further utilize the Adaptive Integration Fabric to develop new software and build additional interfaces to keep up with increases in demand and to stay one step ahead of the unexpected.

Visit Adaptigent.com to learn more.



Adaptigent empowers organizations to unlock the potential of their core systems to enable enterprise-level innovation. The company's products, led by Adaptive Integration Fabric, help IT organizations provide real-time, business-ready results by creating a dynamic, no-code layer that allows modern applications to access the full treasure trove of data trapped on legacy systems. Built on a 35+ year history of digital transformation expertise, it is trusted by many of the world's largest companies — Credit Suisse, AXA, Lockheed Martin and Caterpillar — to accelerate their IT modernization efforts.