InApp

CUSTOMER SUCCESS STORY

Modernizing Legacy Systems for The Child Welfare Agency - Driving Efficiency, Accessibility, and 70% Cost Savings

ITS81 APPROVED

Client Overview

The Child Welfare Agency, under the Commonwealth of Massachusetts, partners with families and communities to protect children from abuse and neglect, providing foster care and support for youth transitioning from department custody to independent living.

> "I highly recommend **InApp as our preferred technology partner.**"
>
> ACIO, Child Welfare Agency in Massachusetts

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Challenges

The agency's legacy application faced critical limitations:

- Updated state and federal regulations required improvements to security and role management
- Paper-based processes slow efficiency
- Inefficient approval workflows
- Poor UI responsiveness and accessibility for public users

These issues hindered productivity, delayed case management, and risked non-compliance.

InApp's Solution

We worked in close collaboration with the agency to align upgrades with operational and compliance needs:

- **Modernization:** Migrating from Oracle Forms to a Java-based web application, utilizing JavaServer Faces and PrimeFaces to deliver a responsive, ADA-compliant interface.
- **Optimized Workflows:** Digitalizing previous paper-based processes, streamlining approvals, and upgrading the workflow engine from JBPM 3 to JBPM 7.
- **Scalable Integration:** Refactoring the architecture to allow for modular expansion and seamless integration of new services.
- **Automated Quality Assurance:** Implementing automated testing pipelines to ensure defect-free releases and accelerate deployment cycles.

Results

- ✓ Achieved up to 70% cost savings through InApp's offshore delivery model
- ✓ Enhanced operational efficiency, accessibility, and compliance readiness
- ✓ Delivered a flexible, scalable platform supporting ongoing digital transformation

Outcome

InApp modernized a mission-critical system for the Child Welfare Agency that's been running successfully for over 8 years. The collaborative effort led to improved service efficiency and significant cost savings, allowing the agency to better serve its constituents. This demonstrates InApp's ability to deliver clear, long-term benefits through complex technological transformations.

Client Feedback

" InApp has played a crucial role in modernizing our legacy systems and integrating advanced technology while maintaining rigorous quality assurance and delivery excellence standards. Their team of dedicated professionals utilizes a cost-efficient delivery model, and I highly recommend InApp as our preferred technology partner."

— ACIO, Child Welfare Agency in Massachusetts

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