



# Build Mission Resiliency at Your Government Agency

Strengthen your traditional infrastructure to  
manage unexpected challenges

Government and public sector agencies across the US were challenged to support their citizens during the 2020 COVID-19 pandemic, and we were there to help. From providing secure remote access to critical systems to working with some of the largest states to increase capacity for systems that process unemployment claims, we're committed to helping our customers through our values of empathy, humanity, trust, and love.

For example, one state agency saw their benefits claim volume spike from an average of 3,000 per week to more than 41,000, quadrupling IT workloads. In another state, increased call center volume required one social services agency to rapidly bring on more call center agents while simultaneously setting up a remote work program.

**These challenges tested the resiliency of many organizations and their ability to scale to meet the needs of their citizens.**

Many government and public-sector customers are able to recognize value in hours, days, or weeks by layering Rocket solutions atop existing, trusted platforms. We can reinvigorate your traditional infrastructure to meet today's challenges through our decades of experience and investments in IBM® Z, IBM® i and MultiValue application platforms to support scale, security, modern DevOps, and consumer-like experiences.

## Rocket Software can help your organization:



**1** Automate your traditional infrastructure so you can easily adapt to unprecedented workflow changes or user access needs (such as remote working)



**2** Bullet-proof your infrastructure to better manage workload volatility by optimizing capacity, performance, and cost



**3** Implement industry-leading business continuity solutions across your traditional IT infrastructure, with a rapid time to value



**4** Eliminate disruption from data breaches or unexpected downtime by improving infrastructure resiliency and business continuity

As we all find ways to adapt to the current crisis, forward-looking government agencies are not only looking to address immediate needs, but also prepare for tomorrow. They need to be stronger than ever, serving their constituents in new and better ways. And they need to improve the scale and security of their operations so they're ready for any test that may come.

**They're building mission resiliency while managing the operational challenges of today. Here's how they're doing it.**

**1**

**Meet citizen demand by achieving near limitless scalability and uptime for mission-critical applications that support payment and benefits transactions**



- **Rocket® z/Trim Operations Analytics**

Scale availability and performance while gaining cost and consumption efficiencies through mainframe transparency and real-time analysis.

- **Rocket® Performance Essential**

Improve batch processing performance and reduce I/Os by up to 90% within hours of installing—no manual performance tuning required.

**2**

**Expand your talent pool and enable today's most innovative programmers to deliver intuitive solutions by using modern programming languages**



- **Rocket® LegaSuite® and Rocket® API**

Deliver modern, intuitive user experiences that increase productivity and customer satisfaction using these no-code modernization tools.

- **Rocket® Aldon®**

Give your IBM® i developers the ALM and DevOps tools and environments they need to develop innovative applications, while simultaneously providing the process management and compliance reporting needed for today's businesses.

**3**

**Support remote working by quickly and seamlessly enabling call center and service operations**



- **Rocket® BlueZone® Web**

Improve your user experience with anytime, anywhere remote terminal emulation that delivers a lower total cost of ownership.

You might be surprised to know that in most cases you can accomplish all of the above (and more) without time-consuming and costly replatforming. We can give your organization the tools you need to modernize your existing, trusted IT investments, with Rocket solutions providing an innovation layer that delivers value to your mission in hours, days, or weeks—not months or years.

With **Rocket Software**, you don't need to **replatform** to **transform**.

## Customer Use Case: Pinellas County, Florida

### 3X crisis call volume, 100% uptime

Due to the human crisis caused by Hurricane Irma, the Pinellas County emergency center call volume surged 3X. Running Rocket Software, the center encountered no outages or latency. This helped keep its citizens and first responders safe with coordinated communications and warnings, while prioritizing rescue missions and delivery of critical goods and services.



During Hurricane Irma, all our Rocket Software applications performed flawlessly. The Rocket solution never faltered and in fact was instrumental in **helping the county provide support and relief efforts to our citizens during this crisis.**



#### Jacqueline Weinreich

Director of Radio & Technology  
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Rocket Software empowers organizations to create legendary impact in the world through innovation in legacy technologies. With deep expertise in IBM Z, IBM Power, and database and connectivity solutions, Rocket solutions power tens of thousands of global businesses, solving real problems and making real-world impact.

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