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UPDATING A LEGACY PLATFORM

Public Sector

Legacy System Upgrade

Government Software Development

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OVERVIEW

Sigli worked with a public sector client to **modernise** and **expand one of its core web applications.** The platform is used to manage a healthcare education and assistance outreach programme.

After a rigorous update to the app, our client was able to expand its **outreach, process greater volumes of data,** and **better identify underserved groups.** It saw improvements across a range of measures, including faster report generation, higher user satisfaction and reduced downtime.

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SNAPSHOT

Comprehensive update and expansion of core web app

30% growth in volume of data processed without any performance degradation

99.95% uptime achieved (measured over a 12-month measure)

25% increase in user satisfaction

Report generation time reduced by **60%**

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THE PROBLEM
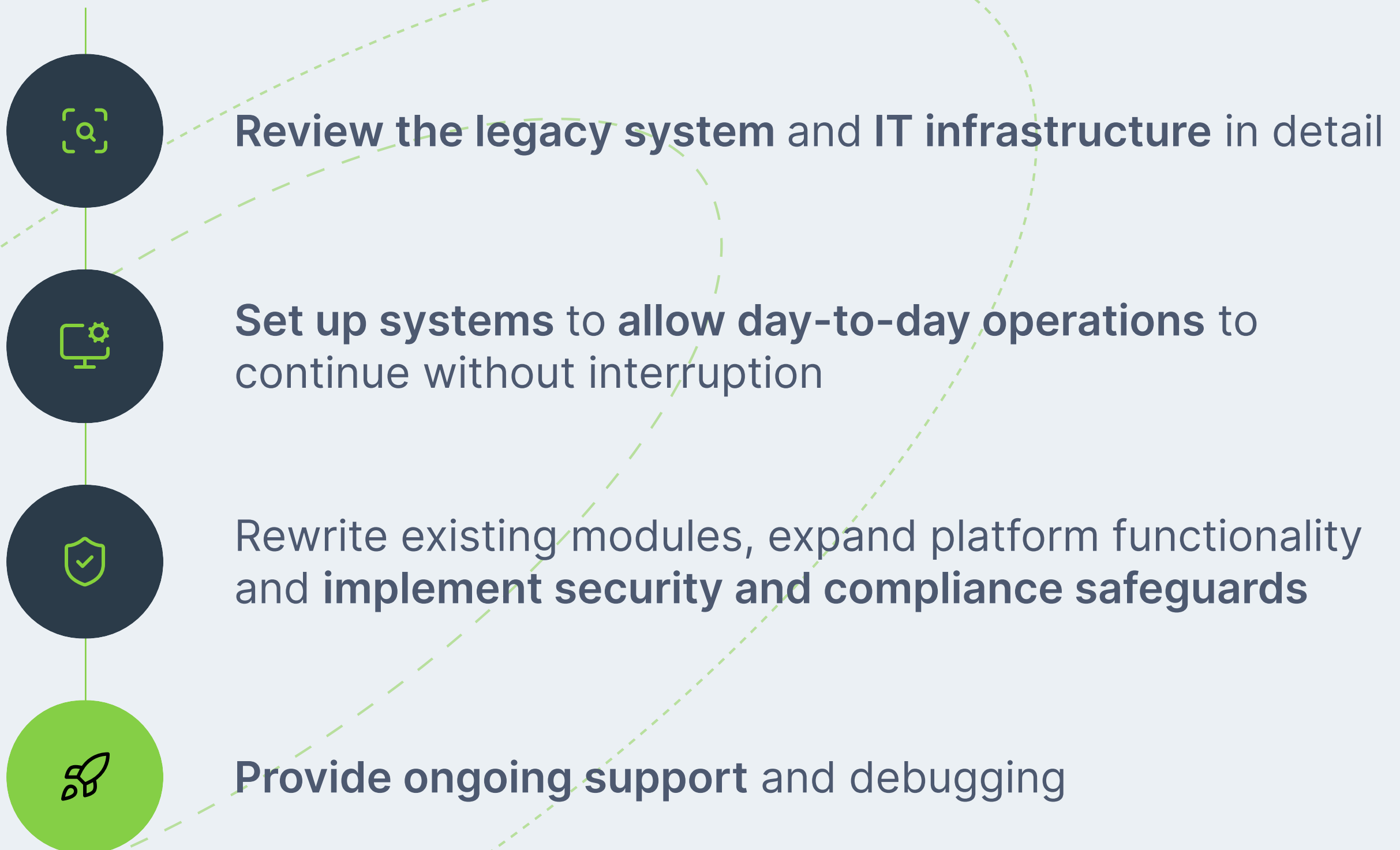
An Internal Platform That Wasn't Fit for Purpose

The web application used by our client to deliver and track health-related outreach is fundamental to its day-to-day operations.

Without it, they would be unable to help low-income groups access health programmes like Medi-Cal and Healthy. Given the fact that one in four children in the area covered are uninsured, it's difficult to overstate the importance of the initiative.

However, prior to Sigli's involvement, **the platform was outdated and lacked important data functionality.** If this had been left unresolved, it would have impacted reporting accuracy and, as a result, severely limited our client's ability to fulfil its mission of delivering community-based healthcare education and assistance.

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THE PROCESS: UNDERSTAND, STABILISE, INNOVATE

Sigli followed a four-step process:

Review the legacy system and **IT infrastructure** in detail

Set up systems to **allow day-to-day operations** to continue without interruption

Rewrite existing modules, expand platform functionality and **implement security and compliance safeguards**

Provide ongoing support and debugging

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SERVICE PACKAGE

Sigli provided the following services:

- .NET Software Development
- **Legacy Code Refactoring**
- **Backend Maintenance**
- SSRS (SQL Server Reporting Services) Reporting Enhancements

- Quality Assurance
- **Database Optimisation**
- Frontend Modernisation
- Post-Completion Technical Support

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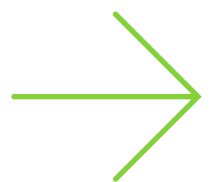
TECH STACK

Frontend & UI

JavaScript	Angular	Telerik	Kendo UI

Backend Development

.NET	MS SQL

DevOps & Version Control

GitLab

Data & Reporting

SQL Server Reporting Services (SSRS)

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THE RESULTS: WORKING ML MODELS AND POWERFUL NEW FEATURES

Here were the key project outcomes:

✓ **Updated** several **outdated platform modules** to improve maintainability and performance

✓ **Implemented mechanisms** that **ensure comprehensive compliance** (e.g., HIPAA-compliant handling of sensitive client data)

✓ **Reduced downtime** (99.95% uptime over 12 months), especially during monthly and quarterly report creation

✓ **Built new user interface features** for more intuitive data entry and outreach logging

✓ **Upgraded backend logic** and **database processes** to support wider healthcare coverage tracking and more detailed reporting

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ARE YOU LOOKING FOR AN EXPERIENCED DEV TEAM?

Whether you're in need of support and consultation or a fully outsourced dev team, Sigli can help. We take on projects of all sizes and levels of complexity.

Get in touch today to discuss your needs.

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