



## Cúram Services

A proven services partner for  
lower-risk implementation, faster  
time to value, and continuous  
improvement

Government agencies are under pressure to modernize human services delivery while controlling risk, cost, and disruption. Cúram Services help government agencies and other organizations delivering services or benefits simplify and accelerate the transformation of human services delivery, combining deep social program expertise, product-aligned delivery, and a proven global operating model to deliver measurable successful outcomes with confidence.

With a team of experienced professionals across the globe, Cúram Services brings the scale, expertise, and delivery discipline required to successfully implement and evolve complex human services systems across programs and jurisdictions. This unrivaled public sector experience covers all aspects of transformation, from business process change and solution design to data migration, integration, and organizational change management.

#### **TRANSFORMATION RISK IS REAL**

Only 22% of government transformations meet their objectives fully and on time.<sup>1</sup>

## The challenge agencies face

Large-scale human services transformation is complex.

Agencies must:

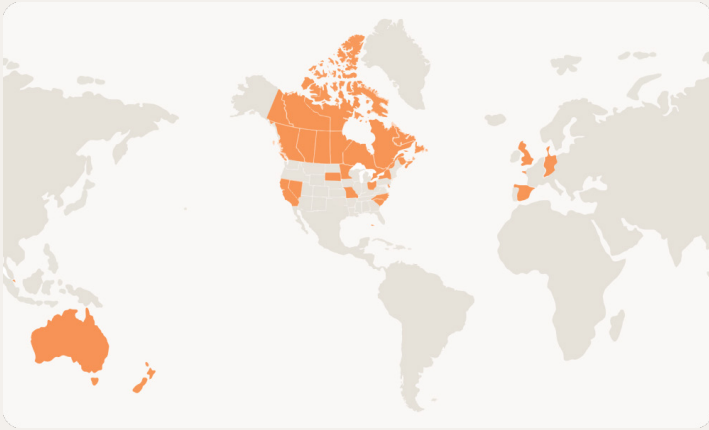
- Maximize value from public investment, while reducing long-term cost of ownership.
- Continuously deliver meaningful program outcomes while managing large-scale system transformation.
- Coordinate across multiple programs, stakeholders, policy requirements, and delivery partners.
- Accelerate timelines without compromising quality, stability, security, accessibility, or compliance.
- Balance near-term program needs with long-term innovation goals, including AI readiness.
- Minimize disruption from technology change across increasingly interconnected public sector infrastructure.

These transformations require not just technology, but the right expertise, delivery model, and proven approach to simplify complexity and move forward with confidence.



## A proven approach to modernization

Our Cúram Services team brings together domain expertise, delivery, and product, ensuring the platform is implemented as intended, performs as designed, and delivers outcomes that improve lives.



### Reduce implementation risk

We know the domain, the product, and the delivery patterns that succeed in complex human services environments.



### Accelerate time to value

Proven assets, methods, and reusable approaches help agencies move from planning to measurable outcomes faster



### Protect long-term investment

Product-aligned implementation helps limit unnecessary customization and supports future upgrades, policy changes, and platform evolution.



### Build internal capability

Training, enablement, and knowledge transfer help agencies maintain and expand their solutions with greater independence over time.

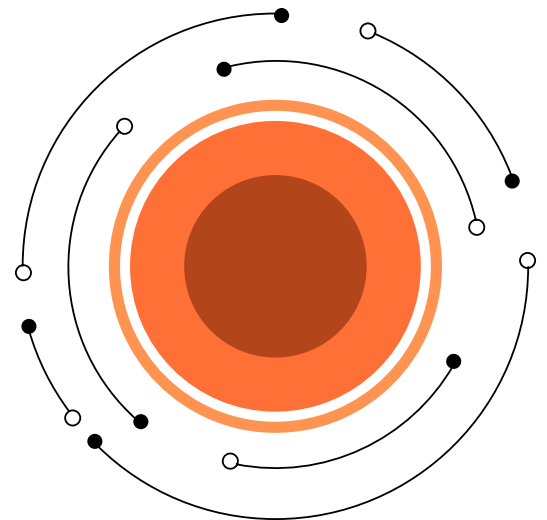
## A continuous lifecycle for better citizen outcomes

Cúram Services supports the full lifecycle of human services delivery. Each phase is connected, creating a continuous improvement loop centered on citizens, caseworkers, and measurable program outcomes.

|                                          |                                                                                                     |
|------------------------------------------|-----------------------------------------------------------------------------------------------------|
| <b>1. Strategy and readiness</b>         | Align policy, program goals, delivery model, and modernization roadmap.                             |
| <b>2. Solution deployment</b>            | Design, configure, integrate, test, and launch Cúram solutions with structured delivery leadership. |
| <b>3. Adoption and enablement</b>        | Prepare teams through training, knowledge transfer, and business process change.                    |
| <b>4. Operations and support</b>         | Stabilize, operate, and manage environments with flexible service models.                           |
| <b>5. Optimization and modernization</b> | Improve performance, reduce risk, upgrade, automate, and adapt to new requirements.                 |

### Citizen and caseworker focus

Every phase is designed to help agencies provide first-class services while enabling caseworkers to focus on the most meaningful interactions.



## What sets Cúram Services apart

- ✓ More than 25 years of experience delivering trusted social program management solutions to governments globally.
- ✓ Scalable delivery methodology proven across targeted deployments and large, multi-program transformations.
- ✓ Experience across income assistance, child welfare, disability, integrated care, pensions, eligibility, and complex service delivery environments.
- ✓ Direct alignment with Cúram product development teams to inform design decisions, reduce rework, and support faster issue resolution.
- ✓ Best practices built from local, provincial, state, federal, and country-level implementations.
- ✓ Flexible global delivery capacity, including on-site, onshore, offshore, nearshore, and blended teams tailored to agency needs.

## Service offerings to meet your needs

Cúram Services offers flexible engagement options across the transformation lifecycle, framed around the outcomes agencies need to achieve.

| CUSTOMER NEED                   | SERVICE OFFERING                           | HOW CÚRAM SERVICES HELPS                                                                                                                                                      |
|---------------------------------|--------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| I need to implement             | Solution deployment                        | Full responsibility for designing, developing, and implementing Cúram solutions, with structured delivery leadership, accountability, and risk ownership.                     |
| I need expert support for my SI | Co-delivery and subcontractor support      | Targeted engagement alongside system integrators or partners to help ensure the Cúram platform is implemented correctly and optimized within broader transformation programs. |
| I need to reduce risk           | Technical account management/health checks | Specialized architectural guidance, deployment support, performance tuning, prioritized recommendations, and optimization aligned to current and future program needs.        |
| I need to modernize             | Product modernization                      | Support for upgrades, cloud transition, roadmap planning, test automation, modernization strategy, and upgrade acceleration.                                                  |
| I need to operate and improve   | Managed services and operations            | Ongoing support to maintain and evolve Cúram environments, including system management, maintenance, operations optimization, and continuous improvement.                     |
| I need to build capacity        | Training and enablement                    | Structured training paths for developers, business analysts, and end users, with instructor-led and self-paced options that accelerate adoption and self-sufficiency.         |
| I need to improve processes     | Business process improvement               | Analysis of as-is processes, design of future-state processes with stakeholders, and support for training, implementation, and adoption of improved ways of working.          |

# The value of Cúram Services

## For Agencies

- Faster time to value with reduced delivery and implementation risk
- Improved program performance and service delivery outcomes
- A modernization approach that balances immediate needs with long-term innovation readiness
- Lower total cost of ownership through built-in adaptability to legislative and policy change
- Reduced human cost of ownership with low-risk future changes and no disruption to services
- Future-proofed product aligned to evolving industry best practice, including AI and compatibility, offering long-term lifespan
- Stronger collaboration through shared best practices across the Cúram client community

## For Program & IT Leaders

- Greater confidence in delivery through proven methods and aligned expertise
- Reduced complexity through structured approaches and reusable assets
- A clear path to evolve systems over time without disruption
- Ability to expand and contract over time, reacting to changes in requirements and national infrastructure
- Ongoing compatibility with new platform versions and underlying technologies
- Alignment with evolving security and compliance standards

## Move forward with confidence

Cúram Services gives agencies a proven path to implement, modernize, and continuously improve human services delivery. By combining deep domain expertise, product-aligned methods, and flexible global delivery capacity, we help agencies reduce risk, accelerate outcomes, and build systems that can adapt as policy, technology, and citizen expectations evolve.

[Connect with Cúram Services](#) to explore how we can support your agency.



## About Cúram

Cúram by Merative has over 25 years of experience helping national, regional, and local governments, and organizations across health and social ecosystems, to transform the delivery of social services, empower caseworkers, and help individuals and families access the programs they need to achieve better outcomes. Cúram solutions and services expertise are trusted in 12 countries and jurisdictions, and support over 970 government programs. Available in 7 languages, the Cúram platform connects benefits administrators, social services agencies, and case managers, to serve and protect 187 million citizens annually.

Learn more at [merative.com/curam](https://merative.com/curam)

## References

1. McKinsey & Company. (2022). Transforming government in a new era. Retrieved from <https://www.mckinsey.com/industries/public-sector/our-insights/transforming-government-in-a-new-era#/>

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