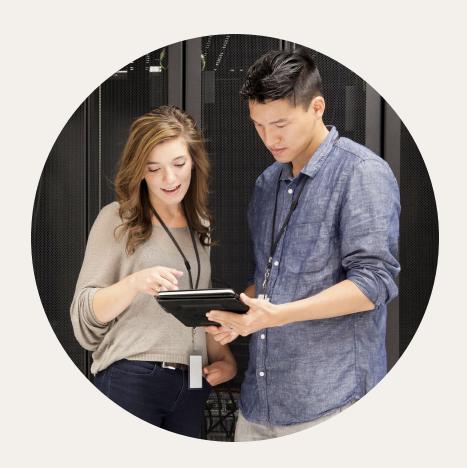# Cúram and the Cloud:

How we're supporting your HHS journey from on-premises
to a hosted, customizable cloud deployment

# Introduction

Since the days that health and human services agencies moved from paper records to digital, they've largely opted for on-premises methods of storing and accessing social program data. Some of this was because of the perception of security concerns with hosted cloud services; for others, the cloud just wasn't yet viable, so operating on a government-run data center was the only real option. And in many cases, there was the general inertia that naturally favors claimant outcomes over technical evolution.

But in the last several years, these agencies have hit their limit with on-prem systems. It's something we hear all the time, from our customers, our partners, even our competitors: there is limited appetite for procuring and operating your own hardware infrastructure. It's too expensive, too time-consuming, too logistically cumbersome.

This is not something HHS agencies should have to specialize in. Managing this on-prem infrastructure is outside of their expertise and only detracts from the service they need to provide to their communities. At the same time, cloud has become more pervasive and ubiquitous. For many industries, cloud is now the de facto first choice.

Many government agencies have increasingly shifted budget away from capital expenditures (CapEx) toward operating expenses (OpEx), laying the groundwork for a shift toward more deployments in the cloud. This is backed up by a recent Gartner report, where cloud topped the list of digital transformation priorities for government agency CIOs – nearly two-thirds say they have either deployed workloads in the cloud already or plan to within the next two years.

# Cloud for HHS – Finding the middle ground

Administering benefits programs like SNAP, TANF, and Medicaid is so complex and this is only made worse by existing, dated on-prem systems. These systems are old, brittle, static, and expensive to operate and they make HHS agencies' jobs unnecessarily harder.

While moving to the cloud would alleviate the costs and burdens of these operations, these legacy systems are often unsuited to cloud deployments, forcing agencies to continue running them on-prem despite the lack of agility and consequent operational costs.

But there is increasing real-world evidence that going fully software-as-a-service (SaaS) doesn't work, either. SaaS software is too generic on its own for HHS use cases and any customization work is typically significant. These "transfer solutions" – essentially, providing what one agency thought its requirements were at a particular point in time – still need to be tailored for each agency's needs. HHS agencies need platforms that are purpose-built for their needs; SaaS solutions struggle with providing the level of customization and extensions which HHS agencies require.

These solutions were also not built with change in mind. Because they were not built as generic products, they are not architected to evolve with an agency's evolving business – new programs, rules, evidence, rates and a range of other HHS-specific business-as-usual requirements.

Further, the amount of configuration required for those systems is often so enormous as to be counter-intuitive, simply because of the volume of business processes required by HHS agencies. While you can configure SaaS applications using platform-specific coding, this is neither the real customization that agencies need and, even worse, the level of technical expertise needed to perform that coding is rare and expensive.

But if government agencies are moving away from on-prem, and also don't want to reengineer their processes around inflexible SaaS offerings, what's the in-between solution?
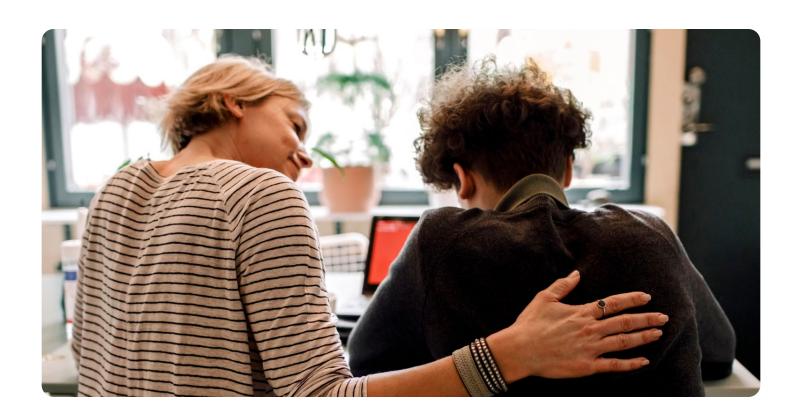
# The Cúram approach to cloud: customizable and configurable, by you, for your needs

Cúram is a product that government agencies and system integrators can extend, customize, and configure in whatever manner they need to meet the needs of administrators, IT, case workers, and citizens seeking benefits. It's meant to be tailored to your programs, to your needs. We don't mandate any specific deployment model. On-premise? No problem. Public Cloud on AWS, Azure or Google Cloud? Of course! Hybrid cloud? VMs or containers? Absolutely!

Cúram supports deployments on-prem, in data centers, and in the cloud, both for traditional Infrastructure-as-a-Service configurations and Kubernetes services. The platform also supports deployment on many public clouds – we support AWS deployments for the Scottish Government, the U.S. Virgin Islands, Puerto Rico, and WorkSafeBC (British Columbia), and Azure deployments for Employment and Social Development Canada (ESDC).

Our approach is to allow you to choose a deployment model that's appropriate for your business – hosted by you or a partner of your choice – on-prem, in data centers, or on the cloud of your choice. And if you do opt for the cloud, Cúram's capabilities enable you to take advantage of it: at your speed, tailored to your needs, with total control over your cloud deployments and a focus on reducing costs to make cloud deployments more financially feasible for your agency. And unlike other vendors, we won't force you into a vendor-locked cloud deployment, either.

From there, we will provide help, support, and flexibility to allow you to run your systems as you see fit. That's what Cúram can do for you.

## Cúram customers in the cloud

Want to see for yourself how Cúram supports governments and HHS agencies deploy in the cloud?

Check out how Cúram has enabled HHS cloud deployments around the world.



### SCOTLAND

With Cúram, the Scottish government established a new government agency to dispense social security benefits digitally to 1.8 million people.

[Read more](#)

## About Cúram

Cúram by Merative has over 25 years of experience helping national, regional, and local governments transform the delivery of social services, empower caseworkers, and help individuals and families access the programs they need to achieve better outcomes. Used in 12 countries and jurisdictions, available in 14 languages, and supporting over 970 government programs, the Cúram platform connects benefits administrators, social services agencies, and case managers, to serve and protect 187 million citizens annually.

Learn more at www.merative.com/curam.

## About Merative

Merative provides data, analytics, and software for healthcare and government social services. With focused innovation and deep expertise, Merative works with providers, employers, health plans, governments, and life sciences companies to drive real progress. Merative helps clients orient information and insights around the people they serve to improve decision-making and performance.

Learn more at www.merative.com