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# Highly Ranked Justice Agency Forecasts Over \$135 Million in Savings by Retiring 12 Legacy Applications and Improving the Management of Their Data Estate

An executive agency in a justice department that supports 4 million court cases every year, in a country highly ranked for the rule of law by the World Justice Project, faces significant challenges managing its vast, fragmented data landscape. They employ around 19,000 staff, operates from about 600 locations across the country, and are in the final phase of a program designed to make the justice IT system more straightforward, accessible and efficient.

## Challenges

The COVID pandemic did not only disrupt how the justice system operated, creating a significant case backlog that included 62,000 cases for Criminal Courts alone, it also showed the agency how digital technology can improve service delivery for all stakeholders. As a result, in 2022 the agency developed a digital strategy that ensures all services are built around meeting the specific needs of its users rather than forcing them to adopt the complex processes of existing systems. The strategy views data as an asset to make better informed decisions. It also ensures that data is managed effectively and efficiently across all their services in response to a rapidly changing operating environment.

One of the obstacles to making their digital services “modern, reliable, efficient, and accessible to all” was their considerable use of outdated, legacy technology across the organization. With some systems dating back to the 1990’s, gaining insight and value from the data they produced required significant manual intervention. These legacy systems were also increasingly risky and costly to maintain and many no longer met their strategic goals. Several systems had already been replaced but were still being operated in parallel with their replacements simply

because the data they contain is subject to record retention requirements and must remain accessible. This approach exposes the agency to:

- Increased Risks
  - Security – Vendor phases-out security updates/patches and support, increasing risk of a data breach or service disruption
  - Availability – System components and knowledge are harder to find, increasing risk of outages and downtime
  - Compliance - inability to meet data privacy, security, retention and deletion requirements of new regulations like GDPR
- Increased Costs
  - Support – operating both new and legacy systems concurrently and using hard-to-find legacy components and skills add to overall support costs
  - Administration – gaining access to data trapped in siloed systems requires time and effort that often becomes a barrier to informed decision making
  - System – Cost of licensing and maintaining duplicate systems simply to have access to data is expensive and counter to the agency’s environmental sustainability objectives

## Challenges (continued)

In support of their goals to effectively meet modern data privacy, security, availability, and retention requirements, the agency aims to resolve the tensions between open justice, individual privacy, and transparency by establishing principled and effective governance for the use of data. With limited resources and funds, however, breaking free from their dependence on old, outdated applications and systems to manage their data is vital to providing more cost-effective and innovative services to their users.

## Opportunities

In 2022, the agency hired Through Technology to help them develop their legacy technology strategy and define and operate their strategic archiving and records management service. This service is a key component of their legacy technology, data protection and compliance strategies.

Through Technology assessed and scored the risk associated with the agency's legacy technology including resilience, security vulnerability, skills availability, component availability, historic stability, scalability, extensibility and commercial contractual position. They used the results of the legacy

technology assessment to determine which of the five "Rs" of legacy technology management – retain, retire, replace, rehost or re-platform – best met the agency's needs. Together, Through Technology and the agency prioritized activities according to their budget, level of risk posed by the legacy technology, and their project roadmap, keeping a focus on mitigating risk and minimizing spend.

Their legacy application retirement and data governance strategy had the following requirements beyond reducing costs and risks:

- Eliminate the dependency between the data they must keep and the outdated system upon which it resides.
- Centrally collect, manage and provide secure access to any format of historical data from any of their business applications and file systems.
- Create a data resource rather than a mere repository so data is easily accessible to entitled users and analytics- and AI-ready.
- Ensure data is retained, protected, and disposed of in compliance with agency requirements well beyond the lifetime of the legacy applications from which it originated (some lasting up to 100 years).

## Opportunities (continued)

- The agency retains complete control of archived data.
  - Data stays in their:
    - Microsoft Azure tenant
    - Country
  - The archive adopts their security, privacy and compliance controls
  - They control data encryption keys and key management
  - Data is stored in a non-proprietary format to eliminate a vendor's ability to hold data hostage

Out of the many applications that needed to be retired and/or modernized, they identified twelve legacy applications whose hosting contracts were ending soon, and the agency wanted to avoid any added costs for extending those contracts. One of those legacy applications, a digital audio recording and transcription system, accounts for 600 terabytes out of the 700 terabytes that need to be archived from the twelve applications. The digital audio recording and transcription system had been modernized and rehosted to meet the country's data sovereignty and security requirements, yet the legacy system continued to be operational.

In addition to archiving its legacy application data, the agency, based on Through Technology's recommendation, also wanted to be able to automatically archive audio recordings and transcriptions as cases are closed so the agency does not need to keep them in more expensive and more widely accessible / riskier storage.

## Results

Through Technology did not need to look far to find a cloud-native data governance platform that would meet their needs. Archive360 and Through Technology had successfully performed an Enterprise Vault email archive data migration and retirement project for the parent justice department. Archive360's Unified Data Governance platform specifications met their data governance and control requirements. What really intrigued the agency and Through Technology, however, was the platform's unique approach to collecting, classifying, processing, and storing data.

### Data Classification

Instead of organizing data around a source application's data model, Archive360's approach centers on organizing data based on



## Results (continued)

the agency's long-term data management needs: where the data needs to be stored, how long it needs to be retained, who owns it, who can access it, whether it is sensitive information, and so forth. By mapping the metadata and schema of data collected from source systems to the agency's overall data classification framework, the agency can manage any type of data from any of their business applications and file systems consistently according to their data management policies. Additionally, each data class can have its own metadata schema rather than being confined to a fixed taxonomy (which is most often the case with other business application data archiving solutions), empowering the agency to create custom governance policies and search characteristics. This approach enables the agency to:

- Ensure structured data from business applications and unstructured data from file systems are captured in full context and can be processed and previewed cost-effectively in the Archive360 platform as it appeared in the source application.
- Cost-effectively accelerate search and retrieval across large data sets through dynamic, metadata-only indexing and

granular search characteristics.

- Maintain a record of data lineage, provenance, chain of custody and full audit history for each data object and its associated actions throughout the data's lifecycle to ensure authentic, trustworthy, defensible data.

### Data Processing

Instead of processing data based on the container in which data is stored, data is processed based on its classification(s) and each data class can have multiple data objects, providing much greater data governance flexibility and precision. By applying data management policies, or rules, to data classes the agency could more efficiently and cost-effectively control:

- How data is collected, transformed, enriched, stored, protected, and analyzed.
- Access to data objects and field content through policy- and classification-driven encryption and entitlement.
- Data retention, legal hold, and disposition.

## Results (continued)

### Storage

All data (structured, semi-structured, unstructured) is stored in low-cost, cloud object storage; not a database or costly block storage. If entitled, data is readily accessible from Hot, Cool, or Cold storage tiers, which are priced according to frequency of access and provide tremendous scalability and resiliency. Options include geo-location-specific storage/processing to meet data sovereignty requirements and immutability.

By enabling unified governance and visibility of data aggregated from inactive/outdated as well as active/operational systems across the agency, consistently managing all types of data across a range of obligations, and delivering trusted, defensible, AI- and analytics-ready data to enable sound operational decisions, the agency views the Archive360 platform as more than just a repository to let data expire, but as a strategic resource to drive efficiencies and improve the agency's public service.

Prior to selecting the Archive360 platform as the foundation for their archiving and records management service, Through Technology and the agency rigorously tested the platform's security architecture to ensure it met their security expectations, including vendor

### Benefits

- Lower costs
  - **Save \$135+ million** in operational costs
- Scalability – process and store petabytes of data
- Highly secure, agency controls:
  - Azure tenant
  - Data storage – geo-location, immutability
  - Security configuration
  - Encryption keys
  - Data protection – masking at field level
  - Data – non-proprietary format, so no vendor lock-in
- Improved compliance
  - Consistent data management across systems
- Greater productivity
  - Centralized management / access control
  - Employee self-service
  - One search across multiple systems
- Improved operational system performance

## Results (continued)

certifications, every access to every object had proper authority, adherence to the principle of least privilege, open source and open standards, among others. The platform met all their security, resiliency, and compliance requirements and was accepted into service in 2023.

Today, the agency, with support from Through Technology and Archive360, is on track to archive over 253,000,000 objects and 700TB of data, thus completing the retirement of the initial twelve targeted legacy applications before the application hosting contracts expire. The agency is forecasting that the archiving of those 12 applications alone will save the agency (and thus the country's taxpayers) more than \$135 million in operational (contract extension) costs over the first 10 years of operation excluding maintenance and support savings that have yet to be determined. Together, Through Technology, the agency, and Archive360 continue to develop and implement the agency's legacy technology plan to modernize their systems and manage their critical and inactive data more securely, efficiently and cost-effectively.

## Conclusion

This case study showcases how a highly ranked justice agency is transforming the way it manages its data to provide more cost-effective and innovative services to its users.

By consistently organizing data from both legacy and operational systems into classes according to the agency's long-term data management needs, archiving the data to Archive360's unified, cloud-native, data governance platform, and applying rules to how those data classes are managed, the agency can retire its legacy technology and consistently manage critical and inactive data throughout the agency more securely, efficiently, and cost-effectively. As a result, its users can more easily gain insight and value from the archived data.

## About Through Technology

Through Technology is a trusted digital transformation partner for customers in UK central government and beyond. We specialise in legacy technology management, solution leadership & assurance, infrastructure design, and cyber security. Our mission is to guide our clients through the most complex technology changes.

With extensive expertise in commercial, financial, service, supplier management, and

delivery aspects, as well as technology implementation and strategy, Through Technology brings enterprise-scale experience combined with the agility and customer focus of an SME business.

To learn more, please visit [www.throughtechnology.uk](http://www.throughtechnology.uk)

## About Archive360

Archive360 is the unified data governance company transforming how organizations identify, collect, manage, and act on their data. Businesses and government agencies worldwide rely on the security, scalability, and scope of our cloud-native platform to address their increasing data governance obligations across growing volumes of disparate data. With Archive360, our customers are eliminating data

silos, securing data access, increasing data insights, while reducing cost and risk. Archive360 is a global organization that delivers its solutions both directly and through a worldwide network of partners. Archive360 is a Microsoft Cloud Solution Provider, and the Archive2Azure™ solution is Microsoft Azure Certified. To learn more, please visit [www.archive360.com](http://www.archive360.com).

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