

CASE STUDY

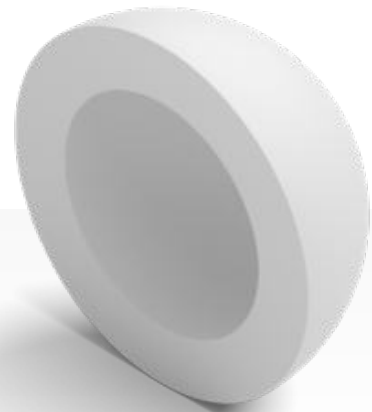
Cutting Time-to-Value in Half

with Public Sector Solution Accelerators

Impact Summary

Public sector agencies deserve modern, scalable platforms that lay a future-proof foundation for evolution and growth – but too often, the time, expertise, and resources needed to achieve ambitious outcomes are in short supply.

Nuvalence’s cutting-edge **Solution Accelerators** for impactful government use cases like *Citizen Benefits & Assistance*, *Licensing and Permits*, and *Driver/Vehicle Services* **empower** agencies to solve this problem by jumpstarting and streamlining platform design, development, and delivery. This innovative framework has already enabled two high-profile state agencies to launch feature-rich, custom-fit, AI-ready solutions within **three months** of project kickoff.



The Opportunity

Agency leaders are under constant pressure to meet the demands of a digital-native, tech-savvy public and workforce, while reacting to an ever-changing legislative and technological landscape. Despite being in urgent need of modernization, they are often held back by lengthy procurement and delivery cycles, use case complexity, and legacy system dependencies. The Nuvalence team saw an opportunity to clear the way for agencies to rapidly launch powerful, innovative platforms that would deliver immediate value to the public and the workforce, while simultaneously building a foundation for scaling and future-proofing against paradigm-shifting technologies and events.

While every agency's specific needs are unique, Nuvalence knew from experience that commonalities exist between government use cases. And where there are commonalities, there are opportunities for repeatability, reusability – and most importantly, acceleration.

The Approach

The Common Component Model

Agencies turn to Nuvalence when they need innovative, high-quality solutions, and teams are often challenged to find creative ways to expedite and accelerate delivery in response to public or legislative demand. The common component model is an example of this ingenuity, fueled by a drive for efficiency and a relentless focus on great customer outcomes.

Real-world experience taught the team where the friction points were, while design, architecture, and technology choices were inspired by strategic relationships with influential agency leaders. This knowledge was translated into reusable components that could be built strategically and added to an internal framework over time. The idea was that those components could be selectively deployed to address common requirements, so that teams could invest more time in customization or solving novel and complex problems.

A highly-skilled tactical team built a model using a collection of common components: reusable modules of proven code that could be assembled and easily customized into end-to-end solutions. The hypothesis was that with the right components, a brand-new, fully-functioning platform could be safely launched, with high quality, for basic program requirements in a matter of weeks.

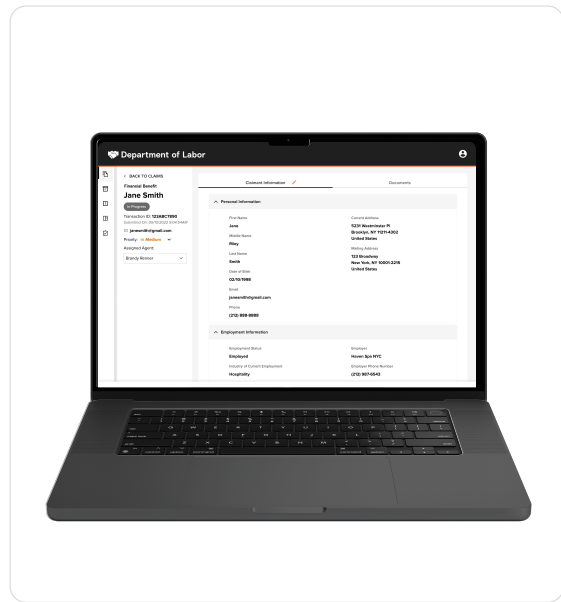
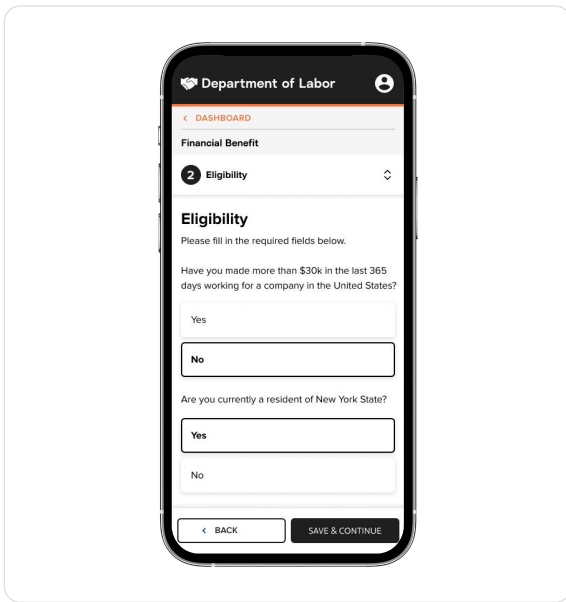


Exhibit 1: Configurable Digital Journey for the Public

Exhibit 2: Configurable Agency Workflow

Putting the Model to Work

The team's opportunity to prove the hypothesis came in the first half of 2022. As a pillar of their multi-year modernization plan, a large state agency had chosen to invest heavily in a multifaceted license management system. They turned to Nuvalence to deliver a modern, scalable, secure platform that would transform the way individuals and businesses obtained licenses, permits, and certificates. It was the perfect use case for the new model.

The results were impressive: the team delivered a UAT-ready platform in under 100 days – a dramatic **44% faster** than the estimated six-month delivery of a comparable solution. And that's not all: the solution was in a functional state, with a full 20% of requirements already met on Day 1.

Learning and Leveling Up

The performance of the model during the pilot exceeded expectations, but the team knew that was only the beginning. Building on learnings from the pilot, additional common components were built and existing ones extended, ready for the next opportunity. Within weeks, the team was challenged to deliver on another high-priority public sector engagement: a new agency that wanted to build their licensing and permitting operations on a modern platform foundation.

The model proved itself again - and improved on its own performance. The engagement, which was originally planned for delivery within 16 weeks, was ultimately delivered in just eight weeks - a full **50% reduction** in time-to-value.

Introducing Nuvalence Solution Accelerators

With these results, the team knew that they were on to something powerful: a framework that could enable government agencies to break free from the constraints of pre-built products and escape the overhead of custom-built solutions.

That's how the common components model evolved into "solution accelerators" for impactful government use cases.



Citizen Benefits and Assistance

Accelerate claims management solutions for unemployment, disability assistance, EBT payments, relief programs, and more.



Driver and Vehicle Services

Accelerate driver & vehicle services solutions for identity services, driver permits & licensing, vehicle registration, and more.



Licensing and Permits

Accelerate license & permit management solutions for multi-use case individual and business applications, renewals, and more.

Exhibit 3: Nuvalence Solution Accelerators At a Glance

Each accelerator offers key user-experience components, such as a Digital Intake experience connecting customers to services across multiple channels (web, mobile, contact center) and an Agency Portal for government agent interactions and adjudication. In addition, each offers a customizable business rules engine, as well as core backend processing components (Auditing, User Management, Notifications, Document Management, Business Rules Modeling, and more). Together, these accelerators provide core capabilities that can jumpstart the transformation journeys of most government agencies, whether the goal is eliminating costly paper processes, dramatically improving efficiency with AI, or unprecedented transparency and analytics.

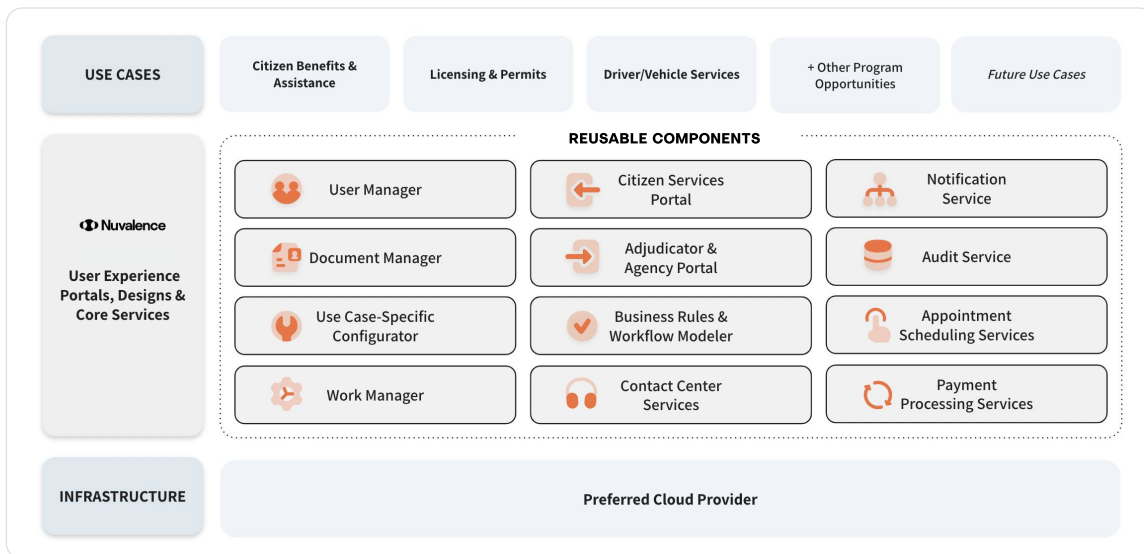


Exhibit 4: Solution Accelerator Architecture

Key Results

With Nuvalence’s solution accelerators at their disposal, agencies are primed to launch high-quality, feature-rich, AI-ready platforms in record time and with minimal resource investment. The results speak for themselves:

- **44% faster time to value**, with a license management system ready for UAT in <100 days versus six months (projected).
- **50% faster delivery** for a licensing and permit solution, launched in just eight weeks versus sixteen weeks (planned).
- **Zero custom code** needed to launch a functioning baseline licensing system.

About Us

Nuvalence is a next-generation consulting firm specializing in mission-critical, intelligent platforms for the world’s most ambitious organizations.

Using our product-driven, AI-centric approach, we empower organizations to build for the intelligent digital future. Our elite team of product leaders, data scientists, designers, and software engineers enables our clients to solve their most complex technology product challenges and positively impact people and the world. We don’t just deliver software, we deliver outcomes.

