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The Future of
Government Integration:
**Integrate Anything.
Anywhere.
Any Way You Want.**

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Today's government agencies generate massive amounts of data that must be ingested, processed, and made accessible/actionable on a daily—sometimes hourly or real-time—basis. To accomplish this, public sector organizations require the agility to make spot maneuvers in response to changing operational conditions and mandates; subsequently, their supporting data infrastructures must allow for end-to-end visibility and governance across geographies, IT environments, and complex vendor and third-party provider ecosystems, as well as connectivity from on-premise to the cloud, with enterprise-grade security and control measures in place for existing applications and data sets.

These critical requirements call for a new integration model that employs a centralized platform for mitigating chaos, risk, and rising costs, all while creating unified employee experiences and partner interactions with minimal disruption and friction. A Super Integration platform-as-a-service (Super iPaaS) provides government agencies with an innovative model for embracing digital transformation in a scalable, agile manner.

## Current Government Integration Challenges

According to a **recent survey** by Matillion and IDG, organizations are handling hundreds or even thousands of data sources—computers, mobile devices, internet of things (IoT) devices, websites, and other platforms—with applications and data growing at an increasingly rapid pace. Government agencies face daunting challenges integrating this barrage of data sources, and many turn to existing iPaaS solutions to address these challenges only to find they are still ill-equipped to integrate legacy systems with their cloud/SaaS platforms.

Another **recent study** by the Government Accountability Office (GAO) found that government agencies allocate vast swathes of IT budget to the operation and maintenance of existing IT systems, including legacy infrastructure and some systems that have aged past the point of vendor support.

### Traditional iPaaS Shortcomings

Existing iPaaS solutions sacrifice power for ease-of-use for citizen integrators; require highly specialized IT experts to develop, deploy, and maintain; and lack the scalability and robustness for supporting mission-critical integrations across heterogeneous government environments and ecosystems. Furthermore, they are incapable of supporting legacy and hybrid/multi-cloud environments, and are too focused on a handful of relevant capabilities to mitigate the broader issues of integration complexity.

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And as agencies integrate powerful new technologies like generative AI to aid real-time decision-making, new data types, volumes, and silos emerge—creating additional complexity, compatibility, and accessibility challenges. As a result, organizations often resort to adding multiple disparate integration tools and duplicating integrations across them, leading to increased management overhead and complexity, as well as elevated security, privacy, and regulatory risks, to name a few issues.

## The Chaos of Connectivity

For the past two decades, government agencies have grown accustomed to integrating point-to-point solutions for addressing point-in-time problems. However, with the evolution of computing and the introduction of new systems/environments—cloud, mobile, and edge—organizations are increasingly incapable of managing the resulting IT complexity, and perhaps worse: they've lost the ability to easily access large swaths of data. The result is a "chaos of connectivity" — a disjointed patchwork quilt of systems that are superficially integrated but functionally disparate.

> "Initially, these things were pretty simple and fast to implement, but over time, the complexity became exponential. With the size of the agencies in the federal government, this approach is not scalable."
>
> *Darryn Graham, Solutions Architect, Software AG Government Solutions*

## Integration Goals and Critical Factors

Market Connections and SoftwareAG partnered to design an online survey of 300 federal and 200 state government employees involved in the selection/management of application, cloud, data, and process integration solutions. The survey—fielded in October and November 2023, revealed that three quarters of government organizations are approaching data integration with the goal of improving efficiency in internal operations and modernization. Additionally, data accuracy, security, and improving operational efficiency were cited as the most important factors overall.

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# What is a Super iPaaS?

Software AG's hybrid enterprise integration platform is a super iPaaS that offers a unified interface for all of an organization's integration patterns: data, application, API, Events and B2B. This enables firms to learn from their historical data and immediately put insights into action through the applications that run the organization. A super iPaaS unifies all the crucial elements in a single platform that is powerful enough for integration specialists, but easy enough for citizen integrators.

Essentially, a super iPaaS consists of the following five key components:

- **APIs:** integrate APIs into the organization's environment with an API management platform that allows complete control and visibility

- **Data:** integrate data via trustworthy data pipelines to power agency analytics and strategic decision-making.

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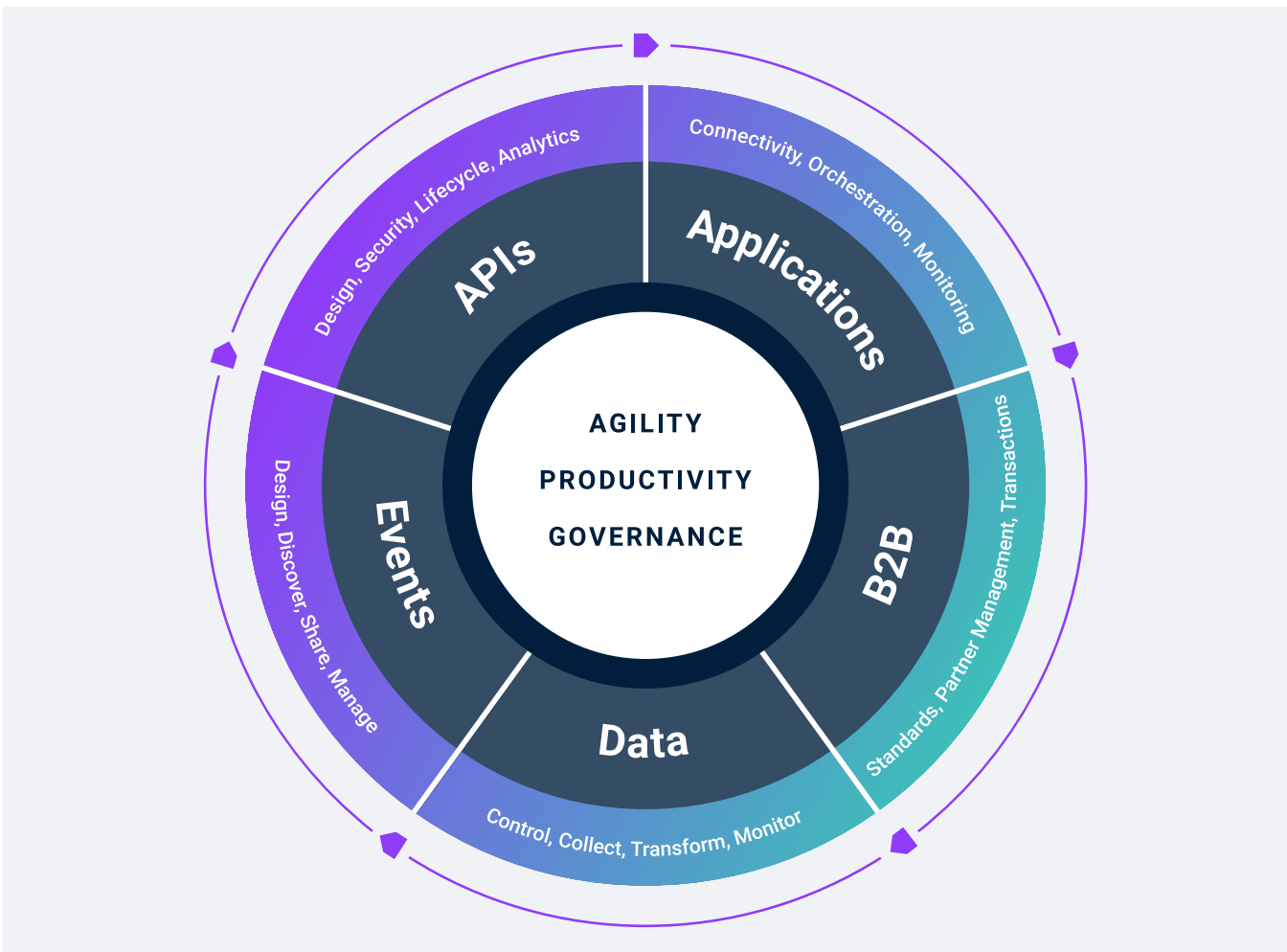
- **Applications:** integrate applications and automate team members' work with a platform that anyone can use.

- **B2B:** integrate transactions across and adjacent to the agency's data estate with easy, reliable connections between the organization and partner network.

- **Events:** Integrate events for making real-time connections in an event-driven architecture.

By integrating applications, data, and B2B with APIs and events, a super iPaaS enables government organizations to unlock unprecedented value from their data in today's hybrid and multi-cloud environments.

# iPaaS vs. Super iPaaS: At-a-glance

| Traditional iPaaS | Super iPaaS |
|---|---|
| Development silos require duplicate integrations. | Develop and deploy anywhere. |
| Islands of integrations across the organization. | Centralized control and distributed execution. |
| Application automation disconnected from data pipelines. | Closed loop of app and data integration. |
| Multiple vendors for different integration needs, more training time, more specialized resources. | Unified experience across all iPaaS components. |
| IT does everything, coding from the ground up. | Enable composable business architecture with APIs and events. |
| Lightweight copilot for creation and help tasks. | Generative AI throughout the integration lifecycle. |

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# Features and Benefits

## More Agility

To thrive in today and tomorrow's rapidly evolving technology landscape, agencies require agility across data and applications to capitalize on events and opportunities on the fly. A super iPaaS allows firms to:

- Leverage a unified integration platform that uniquely enables the seamless flow of data across applications and data stores

- Develop integrations anywhere and deploy anywhere—with the ability to reuse instead of rebuilding

- Adopt an event-driven architecture that enables real-time actions for more informed decision-making.

## Improved Productivity

Government organizations are continuously under pressure to eliminate existing bottlenecks while rapidly developing and delivering new digital services. A super iPaaS offers the following:

- A unified integration platform with a broad set of capabilities and a centralized UI simplifies learning, management, and collaboration

- Integrated support for APIs with apps and data enables rapid cloud adoption, Generative AI-enabled integration allows business technologists to quickly create integrations by automating workflows from description to deployment

## Enhanced Governance

With a super iPaaS, firms are better positioned to address increased external regulations and unchecked internal decentralization. Teams require the appropriate autonomy levels for timely decision-making and agility—however, this should not come at the price of diminished security and privacy.

A super iPaaS provides the following:

- Centralized control and distributed execution, allow for integrations that can run anywhere

- Unified management across distributed integrations, APIs, and data pipelines for end-to-end transaction visibility

- Streamlined observability and simplified compliance via a unified management experience governing all iPaaS components

## A Single Pane of Glass

When it comes to governance, super iPaaS allows organizations to run solutions, tools, and services anywhere, without the movement of data across distributed integrations, APIs, and data pipelines. This provides agencies with a single-pane-of-glass interface across transactions—one that allows for end-to-end visibility, eschewing reuse instead of rebuilding for a more future-proof ecosystem. With a unified platform across data and application integrations, agencies can leverage a seamless flow of data for making timely, critical decisions that are immediately actionable.

## Benefits by Role/Function

Super iPaaS enables public sector firms to streamline their performance based on historical and new data, empowering everyone from the policy analyst to the data engineer to unlock more value from the organization's IT and data assets.

### Data Engineers

Data Engineers are responsible for building and maintaining data pipelines that integrate, consolidate, cleanse, and structure data for reporting and analytics. In this capacity, their goal is to make reliable, high-quality data easily accessible to end users and data consumers across the organization; however, they are often challenged with keeping up with the agency's data demands and are looking to improve efficiency and productivity to scale to meet the growing needs of the organizations. With a super iPaaS, data engineers can more readily connect data insights directly to any system for powering a more well-informed, data-driven decision-making apparatus.

### Analyst Teams

Analysts are responsible for using data and analytics to improve reporting, operations, and decision-making and in many cases are purveyors of digital transformation within the organization. To this end, they are focused on implementing industry-recognized technologies and vendors while leveraging existing investments in legacy systems and—when necessary—safely transitioning them to newer cloud environments. Analysts can leverage a super iPaaS to automate manual tasks and efforts, freeing up resources to better evaluate and implement new technologies like generative AI.

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**Developers**

Developers are responsible for the design, installation, testing, and maintenance of software systems; in this capacity, they must look beyond an offering's technical aspects to its potential for creating strategic value and efficiency improvements. With a super iPaaS, developers can more readily focus on building the solutions that matter with their preference of tools—online or offline.

**IT Teams**

IT team members are responsible for ensuring that all facets of the information architecture—development, quality, security, accessibility, and agility—support the agency's overarching strategy and satisfy future-state objectives. To this end, they need to support the mission strategy and demonstrate technical leadership. IT teams can leverage super iPaaS for integration visibility and ease of management across the entire enterprise.

**XOps (DevOps/DataOps/SecOps)**

Forward-thinking agencies are positioned to innovate safely with a stronger compliance posture. Super iPaas allows DevOps, DataOps, and/or SecOps teams (i.e., XOps) to implement the toolchains and workflows they need without sacrificing security and control. With a Super iPaaS, XOps teams are empowered to safely and securely innovate using the solutions they know and love.

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# Use Cases

### Inter/Cross-agency Agility and Collaboration

Per the Market Connections/SoftwareAG survey, two thirds of public sector firms are building their own internal integrations with APIs, with half utilizing APIs provided by external sources. Project leaders at multiple state agencies (or within the same organization) can take population data from their data warehouse, compare it to other organizations' data, and/or create an automation that connects several agency datasets together in a unified platform.

### Increased Team Productivity Levels

IT teams are empowered to provide better services and tools to users—without sacrificing ease of management and visibility. With a super iPaaS, IT can focus on higher-order tasks, mission objectives, and strategic initiatives.

**Improved Governance and Compliance**

Super iPaaS not only helps IT teams boost their productivity levels; it enables them to bolster governance efforts and strengthen their compliance posture. With a super iPaaS, they have all the visibility and management oversight needed, without causing unnecessary friction to user productivity.

Together these benefits enable government organizations and agencies to better support their data-driven initiatives and digital transformations.

# Next Steps

The whole is greater than the sum of its parts, and a super iPaaS isn't just a collection of components—it's a new way to orchestrate an agency's data and IT efforts. Software AG's super iPaaS solution connects your organization's SaaS applications, legacy environments, and data estate across the entire agency's infrastructure, allowing you to supercharge applications and data across on-premises, cloud, and hybrid environments. With these capabilities, you will achieve mission and program objectives more effectively, reduce costs and spending, and be more responsive in improving the lives of citizens.

Interested in learning more about Software AG's Super iPaaS solution? Read the **datasheet** or **learn more** about the big picture here.