PARAMOUNT
Software Solutions

Modernizing a Mission-Critical Enterprise Platform for a Statewide Corrections System

Background

The client is a **state-level corrections organization** responsible for managing and operating a **statewide correctional system.** To support this responsibility, the organization relies on an internal web-based platform composed of **more than 60 enterprise service modules.**

The platform supports **10,000+ staff** and operational data for **30,000+ individuals within the corrections system.** Staff use the platform to **manage and monitor correctional operations**, and the system also interfaces with **external service providers and other state departments** as part of broader operational workflows.

Staff do not use the platform for information or reference purposes. They use it as a **core operational system** across the organization.

The Engagement

Paramount Software Solutions rewrote **32 SCRIBE enterprise service modules** as part of the engagement.

Because institutional knowledge was limited, Paramount analyzed the existing codebase directly and worked closely with **business and IT operations staff** to understand how each module functioned and how staff used it in practice. Over the course of the project, Paramount became the technical experts on the **32 modules** selected for remediation.

Governance and Decision-Making

Paramount staffed the project with **business, technical, front-end, back-end, and QA leads,** and the business lead served as the overall project manager.

The project team worked directly with the organization's **IT leadership** through **weekly meetings and strategic planning sessions.** Paramount and organizational leadership **jointly identified, discussed, and agreed on priorities** throughout the engagement.

Why the Project Was Initiated

At the start of the engagement, the platform's front-end and back-end codebases were **approximately 20 years old.** The organization needed to update the system to a **modern, cloud-ready technology stack** as part of a broader move away from **aging on-premises hardware.**

Limited internal system knowledge compounded the technical challenge. No staff members remained who had built the original SCRIBE modules, and the organization maintained only **limited documentation.** As a result, internal teams did not have a comprehensive understanding of how the modules functioned.

Although the platform included **64 SCRIBE modules,** the organization did not have the internal capacity to rewrite all of them. To move forward, the organization engaged an external partner to remediate a **defined portion of the system.**

Objectives and Operating Constraints

The project team set out to **rewrite, test, and help deploy 32 SCRIBE business modules** using a **modern technology stack** and **identity and access management (IAM) practices** that met current **performance and security requirements** for cloud-native applications.

Several constraints shaped the work from the outset:

- The remediated modules had to **perform the same as the existing modules**
- The team needed to preserve the existing **UI/UX look and feel**
- Staff needed to use the updated modules **without training**
- The system had to continue using the existing **database infrastructure**

The engagement defined **no explicit functional exclusions or out-of-scope areas.**

When code review alone did not clarify requirements, **business leaders provided input during QA** to define expected module behavior and performance. The project team made major decisions based on the need to **preserve existing functionality, continue using the same database infrastructure, and complete remediation within the best possible timeframe.**

Delivery Approach

The team organized the work around a **multi-milestone delivery model,** addressing selected groups of modules incrementally. Paramount assigned **multiple development teams** to each group and managed delivery using **agile methods.**

The engagement progressed through **four phases:**

- **One discovery and planning phase**
- **Three remediation phases,** each covering a group of modules

The project spanned **approximately three years,** with each phase lasting **around eight months.**

Teams conducted front-end and back-end remediation **in parallel** with **multi-phase QA testing.** Because the organization had limited experience building and launching newly remediated applications, the project team invested additional effort to **establish QA processes and approval gates** before delivering modules.

Technology Overview

The solution uses cloud-ready front-end and back-end architecture alongside upgraded Okta IAM infrastructure.

The team designed the UI to **support accessibility** while adhering to **existing module design requirements**. The project did not treat scalability as a primary design consideration beyond cloud readiness.

The standards established during the engagement support the **ongoing remediation of additional modules**.

Paramount's Perspective

From Paramount's perspective, the engagement required addressing both **technical and operational realities.** Internal teams maintained and supported the existing system, but did not have the capacity to undertake **large-scale module redevelopment.**

As a result, the project required **a comprehensive discovery**. Paramount worked closely with **business and IT stakeholders** to understand module behavior, performance expectations, and operational requirements. This alignment allowed the team to remediate the modules while **preserving existing workflows**.

Solution Delivered

The engagement delivered:

- **32 fully remediated enterprise service modules**
- **New front-end design standards**
- **Updated IAM infrastructure**
- **Defined QA processes**

The remediated modules support a **wide range of business activities** and preserve the **same capabilities** that existed before modernization.

Outcomes

Following remediation:

- The modules **are cloud-ready**
- The UI **reflects a more modern look and feel**
- Staff **use the updated modules without additional training**
- The organization **reduced module downtime as part of a shift away from aging on-prem hardware**

The platform continues to support **internal operations** and does **not directly serve residents.**

Paramount's Standard Engagement Model

Across public and private sector engagements, Paramount follows a structured delivery model that progresses from discovery and analysis through design, development, and launch. Each phase is adapted to the client's governance structure, compliance requirements, and operational realities.

This model provides consistency in execution while allowing flexibility within each phase based on project scope and complexity.

About Paramount Software Solutions

Paramount Software Solutions is a **technology consulting firm based in Alpharetta, Georgia,** specializing in the **modernization of complex enterprise systems.** The firm works with organizations that operate **large, business-critical platforms** where **continuity, reliability, and long-term sustainability** matter.

Paramount frequently works in **legacy environments** with **limited documentation** and **tightly constrained operational requirements**. The firm applies a **disciplined, delivery-focused approach** that combines **deep technical analysis** with **close collaboration across business and IT teams**.

Paramount has established **internal centers of excellence**, including an **AI Centre of Excellence**, to support **evolving technology capabilities** and applied innovation efforts.

Across engagements, Paramount operates where systems must change but **cannot fail**.

Outcomes

If you are responsible for maintaining or modernizing a complex internal system, Paramount Software Solutions works with organizations to update enterprise platforms while preserving essential functionality and existing workflows.

To discuss a similar initiative, contact:

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