Case Study: Modernizing Case Management for the Department of Labor

Client

U.S. Department of Labor (DOL), Wage and Hour Division (WHD)

Challenge

WHD relied on outdated legacy systems to manage its enforcement and compliance programs. These systems were fragmented, manually intensive, and lacked modern capabilities for automation, data integration, and user experience. The DOL sought to modernize its case management environment to streamline operations, improve performance, and enhance stakeholder engagement.

Solution

Horizon led the Case Management Modernization (CMM) program for WHD, delivering a comprehensive transformation of over ten mission-critical systems on the Appian low-code platform. Horizon's scope included:

- Replacing four legacy systems (WHISARD, BWFU, BWFS, CMP) with a unified, centralized case management platform (WISE 2.0).

- Building, enhancing, and maintaining 10+ enterprise applications supporting 1,700+ users and 120,000+ active cases.

- Migrating millions of rows of structured/unstructured data from legacy DB2 to a modern Oracle-based system using AWS Glue, Athena, and CloudWatch pipelines.

- Delivering full lifecycle Appian development and integration with existing systems using technologies like ReactJS, .NET, SQL Server, and Drupal.

Horizon provided strategic enterprise architecture support, created data flow and process diagrams, and guided WHD through business process re-engineering. Applications were designed to meet Section 508 and WCAG 2.0AA accessibility standards.

Impact

- **System Performance:** Increased Appian system health score to an average of 88%—24% above baseline.

- **Operational Efficiency:** Unified case management improved usability, reduced processing time, and centralized enforcement and financial functions.

- **Data Migration at Scale:** Seamlessly migrated 800+ legacy tables (millions of records) to the modern WISE platform with zero disruption.

- **User-Centered Design:** Delivered accessible and compliant applications, enhancing usability for public and internal stakeholders.

Technologies Used

- **Platforms:** Appian, AWS (Glue, Athena, S3, CloudWatch), SharePoint

- **Languages/Frameworks:** ReactJS, Angular, JQuery, .NET

- **Databases:** Oracle, SQL Server, DB2

- **Compliance:** Section 508, WCAG 2.0AA

Project Value

$4.2M annually | Multi-year engagement

Outcome

Horizon has become a trusted advisor to DOL, supporting multiple stakeholder groups, delivering modernized, scalable, and accessible systems, and leading the successful digital transformation of WHD's enforcement technology landscape.