



# Reimagining citizen services on Google Cloud.

From legacy and mainframes to seamless, trusted, AI-powered government experiences.

**/thoughtworks**

Design. Engineering. AI.



# For AI to work next Tuesday...

**Your government needs a foundation,  
not just a pilot.**

Public sector technology is often a museum of legacy and mainframe applications that resist change. The result: fragmented citizen experiences, manual workarounds, and budgets consumed by maintenance

Thoughtworks helps agencies modernize without mission disruption.

We connect modern digital services to the systems that run government—incrementally, securely, and measurably—so AI can deliver real outcomes.



# Your **3 step** journey from idea to impact.



## Real-world results: Moving from ambition to production.

Innovation is only as strong as the foundation it sits on. Here is how we move beyond the pilot phase to deliver systems that grow up, instead of growing old.

# Real-world results: moving from ambition to production.

## 1. Rebuild: (Legacy + mainframe modernization).

**The challenge:** Mission-critical services trapped in legacy logic, high maintenance cost, limited ability to expose data safely.

**Our approach:** Incremental modernization—extract business capabilities, expose APIs, use AI to accelerate refactoring and testing while keeping services live.

**The impact:** Reduced modernization risk, faster delivery, and a core designed to evolve.

## 2. Reimagine: (Seamless Experience).

**The challenge:** Constituents forced to navigate multiple agencies, forms, and portals for a single life event.

**Our approach:** SGX “no-wrong-door” journey + agent-enabled assistance that guides, pre-fills, and orchestrates tasks across services.

**The impact:** Less friction, faster time-to-service, and higher trust—without breaking the systems behind the front door.

# Our offerings: The Agentic toolkit.

How we deliver impact on Google Cloud.

## Rebuild the Core

### **Mainframe & Legacy Renewal:**

Use AI to help decode legacy logic and evolve it into modern, modular services—incrementally and safely.

## Rewire for Agents

### **Data Modernization:**

Move beyond “data lakes” to governed data products with security, quality, and lineage—so analytics and AI are trustworthy and usable.

## Reimagine value

### **AI-First Product Engineering:**

Use our 3-3-3 methodology to move from a new product concept to a live production MVP in exactly three months.

## Evolve always

### **Managed Services (DAMO™):**

Proactive operations and continuous modernization—so platforms stay resilient as regulations, threats, and mission needs change.

# The budget challenge.

Innovation is rarely blocked by ideas—it's blocked by where the money is locked up. Large portions of IT budgets are tied to keeping legacy and mainframe systems running, leaving minimal capacity for modernization or AI beyond pilots.

## **Thoughtworks helps agencies break this cycle.**

Through incremental modernization, platform rationalization, and AI-assisted engineering, we reduce long-term maintenance cost and risk—freeing existing dollars to reinvest in Google Cloud-based platforms, data foundations, and AI-enabled services that deliver measurable public value.

# What's your bold idea? Let's make it work.

We are a global technology consultancy that delivers extraordinary impact by blending design, engineering and AI expertise.

For over 30 years, our culture of innovation and technological excellence has helped clients strengthen their enterprise systems, scale with agility and create seamless digital experiences.

We're dedicated to solving our clients' most critical challenges, combining AI and human ingenuity to turn their ambitious ideas into reality.

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[Learn more about Seamless Government Experience \(SGX\).](#)