

# Lucid is helping a national public health agency improve collaboration and increase visibility into critical systems

## Challenge

A national public health agency needed to modernize their systems and processes but lacked proper visibility into their DevOps processes and architecture.

They tried using SharePoint and Visio for diagramming, but the limited collaborative functionality made it difficult to make sense of their data, reach alignment, and identify how new features would fit into existing systems.

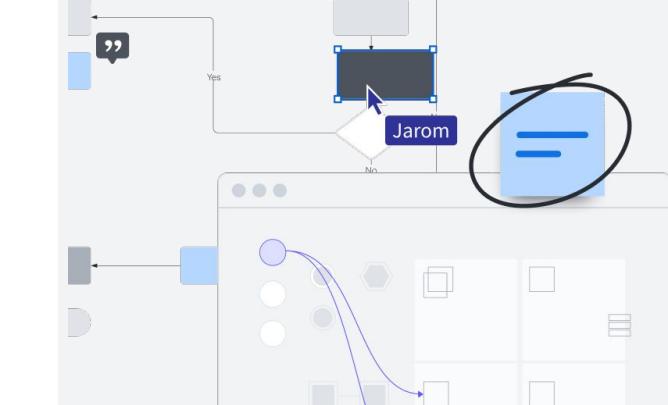
The agency's modernization efforts were delayed as teams struggled with misalignment, uncertainty, and inefficient development processes.

## Solution

The agency transitioned to the Lucid Suite, and moved from Visio to Lucidchart for diagramming their processes and architecture. Because Lucidchart allows collaborators to edit in real time, the team eliminated versioning issues and centralized documentation.

Lucid helped them gain visibility into their entire architecture, which allowed the DevOps teams to make confident decisions quickly.

With improved collaboration and efficiency, the agency was able to move forward faster on their modernization initiatives.



## Impact

Lucid has helped the agency:

1. Gain clarity into their system architecture.
2. Document and communicate the progress of applications being built.
3. Improve agility and decision making.