Success Story

Israel's Enforcement and Collection Authority Modernizes Core Enforcement Portal by Migrating to AWS with Ness Technology, Improving Performance, Security, Users Privacy and Reducing Operational Costs by 20%

Jerusalem, Israel – October 2025 – The Enforcement and Collection Authority (ECA), the national governmental body responsible for executing and managing debt collection and enforcement procedures, has successfully completed a major cloud modernization initiative. In partnership with **Ness Technology**, the Authority migrated one of its primary line-of-business systems — collectively known as the **Enforcement System ("Kelim Shluvim")** — from its on-premise datacenter to **Amazon Web Services (AWS)**. The project significantly enhances system availability, reliability, scalability, users pprivacy and cybersecurity across one of Israel's most critical government-public-sector IT platforms.

About the Enforcement and Collection Authority (ECA)

The Enforcement and Collection Authority is a central governmental organization tasked with managing debt enforcement, insolvency proceedings, collection activities, and a wide range of legally binding financial processes. Operating in a highly regulated government-public-sector environment, the ECA supports millions of annual transactions and provides digital services to citizens, lawyers, government ministries, and public-sector institutions. Its mission demands uncompromising reliability, transparency, and secure digital operations.

Customer Challenge – Migrating Core LOB Systems from On-Premise to AWS

The Authority launched a strategic initiative to modernize its IT landscape by transitioning the Enforcement 'Personal Area' Portal and its interconnected applications from an aging on-premise datacenter to a secure and scalable cloud environment. The Enforcement 'Personal Area' Portal consists of multiple systems, lawsuit processing tools, back-office applications, and API-based interfaces that connect to various governmental platforms. It also supports thousands of external users—lawyers, legal representatives, and institutions—through authenticated, high-assurance digital access.

Prior to migration, the on-premise infrastructure presented challenges including limited scalability during workload peaks, increased maintenance overhead, dependency on outdated hardware, and longer recovery times after failures. These issues risked delaying enforcement

procedures, reducing user satisfaction, and impacting the quality and transparency of public services.

Without this strategic move, the Authority faced risks such as system outages, difficulty meeting regulatory uptime requirements, security vulnerabilities associated with legacy environments, and restricted ability to adopt modern digital services and automation.

Partner Solution

Ness Technology collaborated closely with the ECA to architect and implement a secure, resilient, and scalable AWS-based environment tailored to the unique regulatory and operational needs of government institutions. The project included a full redesign of the Enforcement Portal infrastructure, ensuring compliance with strict government guidelines and cybersecurity frameworks.

The cloud architecture leveraged key AWS services, including **Amazon EC2** for application compute layers, **Amazon RDS (Aurora)** for high-availability managed databases, and **Amazon S3** for storing documents, legal forms, and digital evidence with built-in durability and access controls. To secure and optimize access to the Portal, Ness implemented **AWS Application Load Balancer**, **AWS WAF**, and **Amazon CloudFront**, providing advanced protection against web threats and improving response time for remote users.

To support system elasticity and automation, Ness introduced **AWS Auto Scaling** and **AWS Systems Manager**, enabling consistent deployments, automated patching, and centralized configuration management. Logging, monitoring, and audit trails were strengthened using **Amazon CloudWatch** and **AWS CloudTrail**, giving the Authority real-time visibility into operational metrics and security events.

As part of the pre-migration phase, Ness conducted a comprehensive assessment of the legacy environment, performed dependency mapping, and built a detailed migration blueprint. Ness also executed stress testing, cloud readiness validation, and a full DR (Disaster Recovery) design aligned with government policy.

During post-migration, Ness provided stabilization services, performance optimization, incident response, and ongoing knowledge transfer to operational teams. The Authority now benefits from long-term managed cloud operations supported by Ness's AWS-certified experts.

Results and Benefits

The cloud migration was completed within **four months**, enabling the Enforcement and Collection Authority to modernize its mission-critical digital services without disrupting public access or legal procedures. Since the transition to AWS, the Enforcement Portal has recorded a **25% improvement in overall system responsiveness**, with significantly faster processing of digital forms, queries, and legal workflows.

Operational costs associated with infrastructure upkeep, licensing, and hardware procurement have decreased by approximately **20%**, enabled by AWS managed services, automation, and optimized resource consumption. System reliability has increased through Availability Zone architecture, reducing downtime risks and ensuring business continuity for core enforcement activities.

The Authority now benefits from a modern, future-ready environment that supports rapid scaling, advanced security controls, and seamless integration with other government services — positioning the organization to expand its digital capabilities in the coming years.

About Ness Technology

Ness Technology is one of Israel's largest and most prominent Information Technology and Digital service providers. This is attributed to its hundreds of loyal customers and partners and to its over 5,000 professional employees, who are the most valuable asset of the company.

For the past 25 years, our employees have been the driving force behind our ability to execute our core business and deliver substantial value to our customers.

Since its incorporation, Ness has established itself as a key player in the Information technology and digital services space in Israel by offering to its steadily growing customer base a unique combination of diverse business models, technology expertise, and strategic collaborations with the leading global software and hardware vendors.

Ness Technology is a leading technology and consulting company specializing in cloud migration, digital transformation, AI, and enterprise IT solutions. As an **AWS Advanced Consulting Partner with certified cloud architects and migration specialists**, Ness delivers end-to-end services across assessment, architecture, implementation, and long-term managed cloud operations. With deep expertise in public sector, education, and enterprise modernization, Ness supports organizations in accelerating innovation and achieving operational excellence in the cloud.

Links to the new Enforcement 'Personal Area' Portal

https://www.gov.il/he/departments/law_enforcement_and_collection_system_authority/govil-landing-page

https://www.gov.il/en/departments/law_enforcement_and_collection_system_authority/govil-landing-page

https://www.gov.il/he/departments/topics/my_account/govil-landing-page