Integration Tools

WaTech offers multiple secure, scalable and modernized integration services that enable backend data exchange between Washington state government systems and external partners. These services support both legacy and modern systems through a range of integration methods, including file transfers, message brokering and API-based connectivity.

Designed to be product-agnostic and technology-flexible, these services help agencies achieve reliable, compliant and automated system-to-system communication. Integration solutions can be tailored to fit agency needs whether for justice data routing, enterprise automation, secure file exchange or cloud-first API orchestration.

By unifying these services under a shared delivery and governance model, WaTech enables agencies to reduce manual processing, eliminate duplicative development and advance their digital modernization goals.

Helpful information

Service availability
24/7/365

Related services
Cloud
Secure Connectivity

How to request service
Submit a request for service through our Customer Portal.

Service owner
Adrienne Peterson

Intended customers

- Washington State executive agencies, boards, and commissions
- Local law enforcement entities interacting with state systems
- Agency system owners and technical leads involved in modernization efforts
- Vendors and implementation partners supporting integration-heavy systems

Options available with this service

WaTech's Integration Services are delivered through a suite of technical platforms and utilities that include:
- Secure file-based transfer and automation (MFT)
- Justice and law enforcement data routing (message brokering via JINDEX)
- API-driven integration using reusable, governed components (in development)

Service capabilities include:
- Endpoint-to-endpoint automation of system communications
- Role-based access controls and audit logging
- Vendor-supported onboarding for agency integrations
- Shared governance and technical consulting
- Monitoring, error handling and performance metrics

Related services

- Microsoft 365 Shared Tenant (for guest and inter-agency collaboration)
- Azure Integration Services
- Workforce Identity & Access (Entra ID, ADFS, B2B)
- Hosting and Infrastructure (Azure, Data Center, Networking)

Customer engagement

WaTech uses multiple channels to engage, listen, and adapt services based on agency needs:
- Monthly Integration governance and working sessions
- Biweekly Fireside chats (focused on MFT and low-barrier automation)
- Technical Office Hours and onboarding workshops
- Justice Information governance (e.g., eTrip Ops, TMC)
- CIO forums, town halls, and BRM touchpoints

Action plan
Current activity
- Evaluate, document, and streamline current integration methods (MFT, JINDEX, MuleSoft).
- Engage internal and external stakeholders to shape integration governance.
- Pilot lightweight automation tools to reduce manual file handling.
- Train staff and agency partners in cloud-native integration platforms (Azure, Logic Apps).
- Begin defining the Integration Reference Architecture to support future API-first designs.
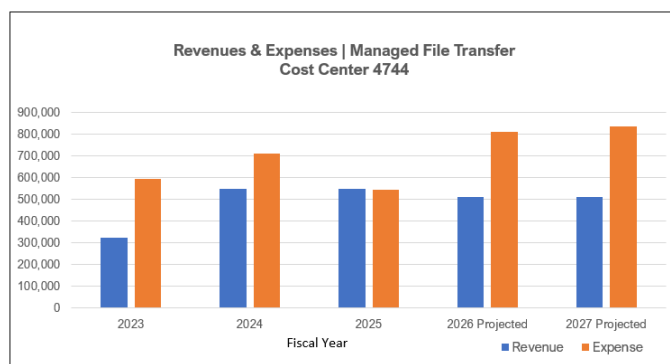
One- to two-year goals
- Standardize a unified onboarding and integration intake process.
- Reduce point-to-point integration by 30% through centralized design patterns.
- Enable shared API components and agency adoption of integration catalog.
- Retire legacy message brokering components and evaluate BizTalk exit strategy.
- Improve MFT automation tools and documentation to boost customer self-service.
- Implement agency metrics dashboard for integration service health, volume and reuse.
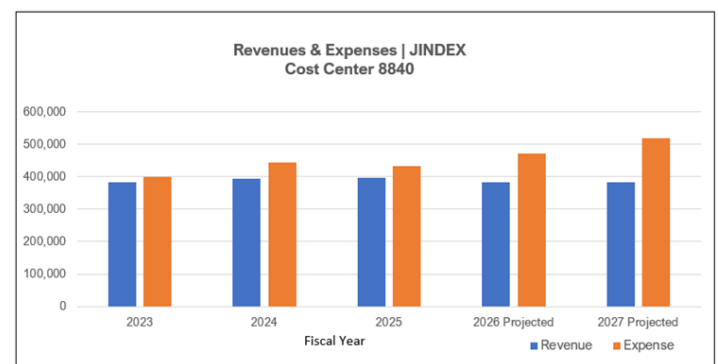
Three- to five-year goals
- Deliver an enterprise-scale Integration Platform as a Service (iPaaS) for state agencies.
- Establish API-first integration practices across all modernization initiatives.
- Operationalize Zero Trust principles in backend system communication.
- Consolidate integration patterns to reduce complexity and maintenance burden.
- Measure modernization ROI via reuse metrics, latency reduction, and system uptime.
- Integrate business rules, orchestration logic, and exception handling into the platform.

Service Review and Budget Projection
- MFT and JINDEX are funded through existing service allocations and interagency agreements.
- Future integration platform is under phased development, internal project budgets fund current pilot and governance efforts.
- Long-term sustainability may rely on new bundled service offerings, cost recovery mechanisms, or modernization allocation proposals.

Revenues & Expenses | Managed File Transfer Cost Center 4744

Fiscal years 2023 - 2025 are actuals. Fiscal years 2026 - 2027 are projecctions.

Revenues & Expenses | JINDEX Cost Center 8840

Fiscal years 2023 - 2025 are actuals. Fiscal years 2026 - 2027 are projections.