

# Powering scalable, integrated enterprise notifications

## BACKGROUND

The U.S. Department of Veterans Affairs (VA) provides critical services to millions of Veterans, their families, and caregivers. To ensure timely, consistent, and effective communication across this diverse population, the VA launched VANotify—a centralized digital notification platform.

VANotify standardizes how the VA sends messages to Veterans and service users—whether through email, text, or other channels—while enabling VA lines of business (LOBs) to quickly integrate via an API-first architecture.

## THE TEAM

As part of a collaborative team of digital service partners, DocMe360, part of SGL360 helped the VA ensure that LOBs could stay connected with users in real time—delivering immediate value through faster, more reliable communications.

## APPROACH

To meet the growing demand from LOBs and scale the system rapidly, DocMe360 played a central role in enhancing VANotify's capabilities.

The team:

- Built and scaled internal AWS services (including Lambda functions, Kafka topics, and Fargate instances)
- Developed a supporting user interface for business users to manage and monitor notifications
- Delivered technical solutions designed to handle millions of messages reliably and securely

## ABOUT SGL360

Combining the expertise and vast networks of Sentinel Group, DocMe360, and Diligent Consulting, SGL360 is uniquely positioned to understand and address key technical challenges within government organizations.

## QUICK STATS

More than **55 million** emails sent

More than **500 million** SMS sent

**6 million** weekly notifications

**97%** delivery rate across all services and notifications

## LEARN MORE

Learn more about VANotify by scanning below:

