



case study

TECHNOLOGY

CLIENT:

Large financial services company doing system build for the US Government

BUSINESS CHALLENGE:

Legacy applications did not allow for innovation in the use of data. An enterprise portal was needed to manage data flow. The client needed the capability for data modeling product portfolios to identify, and potentially increase, sales through a less time-consuming reporting process.

BKW APPROACH:

- Facilitate gathering and documenting the business and technology requirements to design and build a web portal to interface with legacy applications, including applications used both internally and externally by customers
- Develop and test the data flow-through of critical applications that directly affect portal performance
- Introduce a digital process to convert manual/redundant processes into computer based digital workflows
- Document online tools for users to use, and understand information

RESULTS:

- Built an innovative, mission-critical portal application enhancing the usability of legacy applications for data usage
- Integrated the customer management application with CRM, resulting in greatly improved productivity for Account Executives
- Provided innovation to legacy applications with a new platform that extended functionality by minimizing manual input, simplifying processing, and providing real time notification and reporting
- Streamlined workflows, improved throughput, and reduced operational costs
- Documented online user reference guides