Case Study
Customized Application and Infrastructure Solutions Help Fintech Client Enhance Customer Service

Client

Fintech Industry Leader

The client offers a virtual B2B payment solution that allows payers to reimburse payees electronically, which eliminates checks and postage, simplifies reconciliation, and creates efficiencies. The client primarily focuses in healthcare, workers' compensation, auto insurance, and auto/home warranty space. The client was recently spun off from the parent company and was running a call center on legacy AS-400 system that did not support their needs or anticipated future growth.

Challenge	CBTS solution	Results
• The client required application to quickly access hundreds of millions of documents for their data center team. • The client's data center was running on outdated AS-400 technology and would not support a custom-built data retrieval application.	• CBTS Consulting Services/ Application Development team built a new application on .NET Core, using Elasticsearch technology. • CBTS team designed and implemented the necessary technology infrastructure to support the new application.	• Pilot testing demonstrates application is reducing search time from up to 30 minutes to less than 10 seconds. • The client now has integrated data center networking infrastructure to support the new application and anticipated future growth.

Challenge

The client is a national company that depends on data center staff to manage calls every day from the customers. The staff needs quick access to hundreds of millions of documents in order to serve their customers who are trying to make a payment, or who are waiting on a payment.

The client was using an outdated application to support their data center staff. It would routinely take staff 5 minutes to submit a query, and up to 30 minutes to find the necessary documents–an inefficient process that created a negative customer experience.

The client's data center was also running on outdated technology that would not support a custom-built data retrieval application. The client required a custom-built solution that addressed these current needs and would scale for future growth, but lacked the internal IT resources to plan and execute this project.

CBTS solution

The client engaged the CBTS IT Consulting Practice, application development team, to create customized application and infrastructure solutions, and to augment their current IT staff, which consists primarily of AS-400 developers.

The CBTS team built a new application on .NET Core, using Elasticsearch technology, and engineered the necessary data-pumping architecture to move data from their legacy system.

The CBTS team also designed and implemented the required technology infrastructure to support this new application at the client's data center.

Services included:

- App development leveraging .NET Core technology.
- Configuring and installing the necessary servers to support new data center application.
- Configuring and installing the necessary software on client's data center servers.
- Configuring and deploying the necessary code to support new software and data center application.
- Augmenting the client's existing IT staff with CBTS Consulting Services.

Employees deployed:

- CBTS Consulting Services/Application Development team
- Account Manager

Results

- Pilot testing demonstrates application is reducing search time from up to 30 minutes to less than 10 seconds.
- The client now has integrated data center networking infrastructure to support new application and anticipated future growth.
- CBTS is augmenting the client's existing IT staff to provide ongoing support without increasing their IT headcount.