



Legacy to Leading-Edge: A US Fintech's Application Modernization results in a 400% increase in concurrent users and a 42% improvement in conversion rate

With a \$500K annual Cost Savings by consolidating systems and eliminating 3rd party dependencies, the Fintech enjoys never seen before operational efficiencies and a higher NPS through Aspire System's consulting led approach





Challenges:

- Complicated legacy tasks due to legacy systems
- Lack of customer trust due to traditional methods of communication
- Lack of modernization on par with DevOps & test Automation
- Dependence on third-party software
- Fragmented employee experience

Our Solutions:

- Completely rewrite the existing application to its latest technological models using .Net core and Azure
- Migration from monolithic to microservices
- Using Techcello to build a solid platform level microservices
- Phased migration with proven PoC-led approach

About the Customer

Our US-based customer is a well-recognized national non-profit organization established in 1961. They have helped millions achieve financial independence over a period of 60 years. Since 2004 alone they have helped over 9 million customers achieve financial stability. They focus on providing solutions on Debt management counseling, credit cards, personal loans, primary debt management program.

The Challenges and Needs

Our customer saw an opportunity to improve on their:

- » Legacy onboarding and debt platform with complicated processes
 - » Dependence on third-party software and fragmented systems
 - » Build customer trust by weaning off of traditional methods of communication
 - » Transparency between the bank and the customer on the customer service platforms
 - » Monolithic architecture delaying releases and innovation
 - » Modernize on par with DevOps & test Automation
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Benefits:

- 400% increase in concurrent users
- \$500K savings per year
- 42% boost in conversion rate
- 50% effort savings through automation
- Improved Net Promoter Score and employee efficiency
- Faster and frequent upgrades with microservices
- Over 10 external apps integrated
- 60+ DevOps pipelines established

Aspire's Solution

- » After careful analysis of the client's challenges, our experts created a customized fintech solution with a cloud-native approach. It helped the client to:
- » Completely rewrite the existing application to its latest technological models using .NET Core and Azure
- » Conduct comprehensive discovery of business, user experience, and architecture
- » Plan and execute a pragmatic migration from monolithic architecture to microservices
- » Use Techcello to build a robust platform-level microservices foundation

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External
Applications
Integrated

60

Devops pipelines
established

- » Provide strong and proven planning for data migration backed by PoC validation

Benefits

Aspire's fintech modernization initiative, powered by a cloud-native architecture, delivered impactful results in operational efficiency and customer experience:

- » **400% increase in concurrent users:** Scalable infrastructure supported significantly more users without sacrificing performance, even during high-demand periods.
- » **42% improvement in conversion rate:** The upgraded user experience and faster processing led to more successful onboarding and debt management completions.



- » **\$500K annual cost savings:** Consolidating systems and eliminating third-party dependencies cut down on licensing and maintenance expenses.
- » **50% effort savings through automation:** Automating routine tasks and support processes freed up valuable resources for more strategic activities.
- » **Reduced employee workload via self-service platform:** Customers could resolve issues on their own, easing the strain on support teams.
- » **Improved Net Promoter Score and customer satisfaction:** A more seamless digital experience, quicker responses, and transparency helped boost customer loyalty.
- » **Enhanced employee efficiency with modernized tools:** Streamlined workflows and unified systems improved team productivity across departments.
- » **Accelerated release cycles with microservices:** More frequent updates became possible, enabling faster response to changing market needs.
- » **Higher test automation coverage for early defect detection:** Increased test automation improved code quality by catching issues early in development.
- » **Increased system transparency and trust:** Real-time updates and clear communication strengthened trust with customers and stakeholders.



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