

ABOUT THE CLIENT

Our client 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 undisputed solutions on Debt management counseling, credit cards, personal loans, primary debt management program.



CUSTOMER CHALLENGES

- Ever changing compliances and accounting requirements due to rigorous traditional business processes
- Complicated legacy tasks due to legacy systems
- Lack of customer trust due to traditional methods of communication
- Lack of modern customers support hindering transparency between the bank and the customer
- Lack of modernization on par with DevOps & test Automation.

ASPIRE SOLUTION

After careful analysis of the client's challenges, our experts created a customized solution. It helped the client to:

- Completely rewrite the existing application to its latest technological models using .Net core and Azure
- Providing new ways for covering business aspects like business services, company & employee experience, Application & Infrastructure
- A Pragmatic migration from monolithic to microservices
- A strong and successful planning to bring an ease in data migration
- Using Techcello to build a solid platform level microservices

BENEFITS

- Reduced employee workload with automation of mundane, repetitive tasks
- Improved Net Promoter Score with improved customer experience
- Timely optimization & Updates for microservices provided by the bank
- Test Automation resulted in anticipating regression defects at its early stages
- Improved customer satisfaction levels with efficient customer support
- Enhanced business engagement with a self-help customer support platform
- Improved customer experience showcasing a positive impact about the bank
- Drastically increase the number of customers handled & serviced per day/ week/month
- Increased employee efficiency through better experience with better infrastructure
- Frequently upgrade & optimize integrated technology
- Created an Intensive way of Test Automation