EVONSYS
EVOLUTION BY INNOVATION

HOW EVONSYS HELPED A GOVT. AGENCY BOOST ITS CUSTOMER AND EMPLOYEE EXPERIENCE THROUGH PEGA INFINITY UPGRADE

CLIENT BACKGROUND

A US based government agency helping more than 300 thousand public employees and retirees to plan for their future. Operating with numerous counties and district employers, the agency is growing at a fast pace through its rapidly evolving business model and a responsive customer service.

THE ENGAGEMENT STORY

The agency was using Pega 6.4 with a mix of some legacy practices. Though this setup served most day-to-day needs, team members interacting with the customers had to put that extra effort and time to pull information from disparate systems. This in turn, increased the duration to resolve customer issues and provide information – hampering customer experience (CX).

Realizing the immediate need for an upgrade, they were looking for a certified Pega partner to implement their current and future strategic priorities in a timely, scalable, and maintainable way – And that's when Evonsys entered the game.

KEY BUSINESS CHALLENGES

- Legacy systems and practices was difficult to navigate and manage.

- Multiple disparate systems caused lots of swivel chair integrations and increased call times.

- Difficulties in troubleshooting member inquiries.

- The system was not been built for change and adding functionality is extremely risky, time-consuming, and complex.

DESIRED GOALS

- A highly customizable and easily scalable system.

- Stay on top of getting information quickly to respond to member needs.

- Streamline data access and standardize various systems and tools.

- Encourage members to use the website and make the online experience seamless.

- Set the foundation to expand the agency's digital channels.

EVONSYS SOLUTION

Evonsys took a holistic approach to IT architecture modernization. Instead of just satisfying the current need, we took a broader strategy that included our client's future aspirations.

KEY ACTIVITIES INVOLVED.

- The Pega platform has been upgraded to the latest version that includes self-service interface and multi-channel capabilities.

- As part of architecture optimization, Services/API were migrated from middleware to the platform itself.

- New integrations helped the team members to answer customer calls using the platform itself.

- Created a social space for team members to have internal communications to support each other and serve the customer better and faster.

- Developed KPI dashboards for staff to encourage desired behaviors and improve performance.

- Encouraged the customers/users to utilize the web-based self-service platform to get answers for most queries.

BUSINESS VALUE

The agency has successfully maximized its Pega investment by centralizing the platform to support all of its members and the public. After the upgrade, the agency's team has witnessed a significant ease in exploring data insights using a business user-friendly environment that opens the door for the agency to gain new insights and identify ways to keep the customers and the team members happy and satisfied.

BENEFITS DELIVERED INCLUDE,

- Improved application response times on various device types used by staff, members, and employers.
- Increased business agility through timely and effective delivery of insights and communications to the stakeholders.
- Enhanced user experience (UX)on par with the latest responsive UI/UX standards.
- Improved the quality of customer experience (CX), meanwhile saving the agency's time, and reducing staff efforts.

ASK US ABOUT THE EVOLVE WORK SHOP

Contact our team.

We'd love to help you.

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