



RAPID PROTOTYPING FOR ENHANCED BUSINESS ADMINISTRATION AND COMPLIANCE SOLUTIONS



Executive Summary

As a premier provider of business administration and compliance solutions globally, our client necessitates optimized operations, which is why they have partnered with EvonSys. In this specific case, the client sought to transition their service process from a legacy system to Pega, enhancing its power, flexibility, and accessibility for end users.

Compounding the complexity of this project, a tight deadline and an unconventional prototyping approach were also needed.

Client's Challenges

The client had been utilizing a legacy system that was constrained in its capabilities and lacked user-friendly features, which inevitably had negative repercussions for employees and end users. Consequently, it became apparent that the legacy system needed to be phased out.

This meant that all services needed to be migrated from the legacy system to the Next Gen Order Entry application in Pega within a limited time frame, employing a prototyping technique seldom used in Pega development.

The Solution

At EvonSys, our strategy involved transitioning the process from the legacy system to the next-gen flow without altering the primary flow.

As a substantial enterprise, our client supports over 10,000 law firms by offering more than 70 distinct services. Each of these services necessitated unique background logic, and all had to be managed within the same flow while maintaining a consistent user interface across all services to ensure a seamless user experience.

In our solution, each developer was assigned a specific service to expedite the migration process. The developer assumed complete responsibility for the entire process of their designated service. A weekly meeting exclusively for developers was instituted to discuss changes with the development team, which facilitated a clear understanding of the overall flow for individual services.

To elucidate the process and logic, every developer participated in story discussions with their assigned business analysts. Following the implementation of changes, the business analyst would then demonstrate the flow to the client and make adjustments based on their feedback.

As multiple services were being implemented simultaneously by different developers, ruleset versions for each service had to be predetermined prior to development commencement. The new implementation was executed in the assigned ruleset, and the branch was not utilized for rapid services to circumvent issues arising from overridden changes.

It was determined that if any service was postponed for production due to a business decision, it would be moved to production as "dark" on the scheduled release date, and the service would be disabled from the user interface. This approach was designed to maintain ruleset version consistency without conflicts.

Finally, before release, the developer would provide a list of services that shared the same code for the services that could be impacted by the new implementation. The quality assurance team would conduct regression testing for the listed services prior to release.



The Outcome

EvonSys successfully executed the solution, delivering the desired outcome. The process significantly reduced the development time for each service, enabling our client's teams to commence work on services within the new system before the legacy system's final retirement. The adoption of prototyping methodology has facilitated greater adaptability for business changes.

Our client expressed immense satisfaction with the results, praising the ease of the process and considering it a significant milestone for the company's service process.

As of March 2023, when this case study was written, we have completed 43 of the 70 services within eight months, with nine services in progress and the remainder slated to follow.

While the process remains ongoing, it is evident that this project is another remarkable success story for the team at EvonSys.

Let the experts at EvonSys help you unlock the potential of your business today!

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