

Overview

The client acts as the information vendor for various financial and insurance agencies requiring personal, financial, and property data. Due to the multiple data sources, there is a higher risk in inaccuracy and errors with the information and the data collection process is extremely time-consuming to the company's resources; thus contributing to a higher cost of business. The client selected Pegasystem BPM suite (PRPC) to manage their interactions with their clients providing one true source of data to access data/information quickly and accurately.

Client Challenge

Axiom is a provider of personal, financial, and property information to insurance and financial companies, in order to assess potential customers' risk and business value. Axiom has multiple data sources, resulting in high-volume of transactions, which results in a time-consuming inaccurate data/information gathering process. There was a business need to provide quality and timely profile data to their clients in order to improve client confidence and increase repeat business; thus increase business revenue. Axiom had a technical team to support the various data systems and a team of analysts to gather the information; however there was a need for solution architect and software development expertise to provide guidance on a Business Process Management solution. Axiom anticipate a high-volume of data requests (600k+ pings) per day, so the business solution had to be scalable.

Services and Solution

Axiom selected Architech Solutions as the primary consulting group to provide subject matter expertise for the universal data hub solution. Architech Solutions consultants worked with the Axiom business and technical groups to provide Project Guidance and BPM expertise in the following areas:

- Solution Design Strategy
- Coordination of business focus groups
- Business requirements gathering
- Functional requirements definitions
- Architectural designs
- Pegasystems BPM solution expertise
- Development strategy and approach
- Developed SDLC process and methodology
- Streamlined business process with "As-Is" and "To-Be" comparison analysis
- Defined Standards and Procedures
- Provided full software lifecycle delivery (from idea to launch)
- Project and Solution delivery management

Architech Solutions consultants collaborated with the client at all phases of the software development lifecycle and interacted with each business and technical team to ensure a quality solution was developed on time and within budget. Our consultants acted as technology experts on the Pegasystem BPM software, while utilizing their experience with software development lifecycle development to guide the client in establishing a custom SDLC process and methodology.

Why Architech Solutions?

The Architech Solutions team was an essential part of designing and developing a universal data hub for the client to access personal, financial, and property data for their clients. Our consultants have vast experience in the BPM industry with a variety of clients, including: federal agencies, department of defense, homeland security, commercial, financial, and insurance companies. This experience and knowledge provide the insight in designing the best fit solution for the business and technical challenge facing Axiom.

Client Success

Axiom implemented and launched a solution to serve as the one true data source for the client; thus reducing the time to deliver accurate profile information to their financial and insurance customers. The client looked to Architech solutions to provide expert knowledge and expertise at half the cost of any proposed services estimate for the development of a solution. The client requested not just the Pegasystems BPM software expertise of Architech Solutions, but the vast experience in software development to establish a SDLC methodology, develop standards and procedures, and streamline processes for productive and effective operations. The improvements in operations increased efficiency of their analysts, improved the accuracy of information provided to their customers, and increased the potential for return business.