

At a Glance

INDUSTRY

Information storage
Enterprise information
management

LOCATION

USA

USE CASE

An American enterprise information management services company had a low process efficiency due to limitation of legacy systems.

CHALLENGES

The legacy system had heterogeneous applications which hampered the tracking and record management.

SOLUTION

Royal Cyber replaced the existing legacy heterogeneous application with a single web portal which was highly collaborative, secured in a unified user management.

Streamlining the Record Management System for a Leading Enterprise Information Management with IBM BPM & DevOps

About The Client

The client is a global business dedicated to storing, protecting and managing, information and assets. It is an American enterprise information management Services Company founded in 1951 and headquartered in Boston, Massachusetts. Its records management, information destruction, and data backup and recovery services are supplied to more than 220,000 customers throughout North America, Europe, Latin America, Africa, and Asia.

Business Challenges

The client had a low process efficiency due to limitation of legacy systems. The legacy system with heterogeneous application hampered the tracking and record management. There was a lack of integration between systems causing low collaboration and increased human effort.

Our Approach

The client approached Royal Cyber for improving their agent portal workflow system.

After a thorough analysis, the Royal Cyber's team of experts:

1. Replaced the existing legacy heterogeneous application with a single web portal which was highly collaborative, secured in a unified user management.
2. Aided the client retrieve online reports using a streamlined DevOps practice with a better logging and support system.

Key Takeaways

- ✓ **Process efficiency increased by 30%**
- ✓ **Increased agent efficiency by 30%**
- ✓ **Increased ROI by 40%**

3. Provided a high end user portal with enhanced user experience and ease of use.
4. Increased process efficiency and lowered the process cost with high end case management system.
5. Provided uniform integration platform for scalability and decoupling.
6. Reduced development cycle by 50%. (This is in comparison with Java EE which includes areas like Analysis and design, User Interface, Business Logic, Process Flow, Information Model, Integration, Reports, Mobile, Localization, Reuse of Layers for new line of business, Build, Testing, Application Deployment).
7. Reduced human cost because of automation and integration by 30%. (Around 4000 request is handled every day because of automation and streamlined process compared to 3000 where agents had to process the request by logging into multiple systems)

RESULTS

- ✓ Highly scalable and adaptable system to compete with ever changing market and customer demands.
- ✓ Online reporting and tracking enables the business to make informed decision.
- ✓ Leverage human capital for more business and operation requirement and lower IT cost of maintenance.
- ✓ Reduced SLA from 3 to 2 with more collaboration between systems through integration, better tracking, automated work assignment based on load balancing.
- ✓ Unified portal, online reports, faster tracking.
- ✓ Reduced development cycle by ABC days, Reduces human cost because of automation by ABC days, online reporting and streamlined process enables management with faster decision making.

ABOUT US

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Royal Cyber Inc. (HQ: Naperville, IL) is a leading software organization that provides services ranging from application development and deployment to training and consultancy.

Having operations in nine countries and over 1000 domain specialists, Royal Cyber is an award winner under numerous categories for global IT implementations across industry verticals.

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