

Kforce Global Solutions

Case Study

PEGA Technologies™

Business Challenge

To save on development and maintenance costs, a large international insurance carrier needed to consolidate several applications into a single consumer line servicing application. This would require the expansion of an existing application and the retiring of many applications, as well as coordination, integration, and deployment across many countries. The target application was written using the PEGA™ suite of tools and would require analysis of business rules in countries where existing applications were to be retired.

Kforce Global Solution

As a trusted partner with over 100 employees providing dedicated services, Global was asked to provide resources skilled in PEGA technologies™. Since Global has a Center of Excellence dedicated to PEGA technologies™ with over 40 consultants trained and experienced with PEGA™ delivery, Global was in a unique position to provide seasoned experts. These resources would assist the client with requirements gathering, analysis & design, testing, configuration management, and implementation. Key to Global's solution was the unification and modularization of functions using business rules.

Results

Working across the entire Software Development Lifecycle, Global was able to perform a thorough review of the existing applications, develop and present suggested modifications and enhancements, and implement these enhancements to expand one country at a time. After a data conversion and migration, the result allowed each country to leverage core application components while utilizing customized components with country-specific business functions and newly-defined parameters. As new countries were added, the client was able to retire legacy mainframe applications, saving on maintenance.

Our approach and success in delivery for this project led to Global being chosen to support the new applications after roll-out. Global was also selected to support other projects due to our superb track record of delivery and service.

The project had many benefits for the client, including:

- The new applications followed unified coding and technical standards across countries
- Application templates were established to assist with rapid deployment of future applications
- Cost-effective maintenance of applications was designed into the architecture through modularization of functions and centralization of business rules
- Project resources were utilized to maintain applications after roll-out, minimizing training and ensuring deep expertise for support
- Faster application deployments and updates were also realized

Environment

PEGA™

For more information: www.kforceglobal.com



INDUSTRIES SERVED

- Financial Services
- Insurance
- Healthcare
- IT Products/Services
- Manufacturing
- Pharmaceutical

GLOBAL CAPABILITIES

- Application Development and Support
- Legacy Application Support
- Quality Assurance
- Web Development
- Infrastructure Support and Service Desk
- Business Process Management
- Staff Augmentation

ISO 27001:2005 Certified