



# About the Customer

Trusted by 10,000+ law firms worldwide, the client is a global leader in business administration and compliance services. With 70+ specialized services, they have built a reputation for seamless user experience.

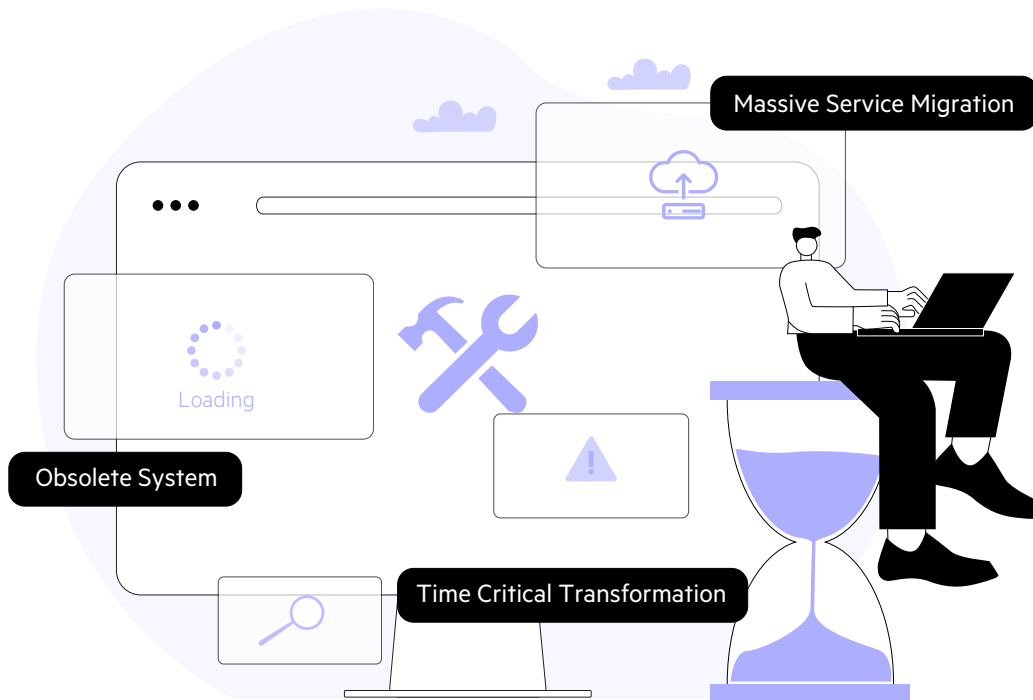
## Engagement Story

The client's legacy system, once reliable, had gradually become a roadblock to growth. Limited features slowed employees, frustrated end users, and made even simple tasks difficult to navigate. As business needs expanded, the aging platform could no longer keep pace, leaving teams to work around system gaps instead of through them.

Recognizing that patches and incremental fixes were no longer enough, the client partnered with EvonSys to lead a full-scale modernization. The mandate to deliver a seamless migration without disrupting day-to-day operations was ambitious. With multiple services built on distinct logic and dependencies, the project required precise coordination, rapid prototyping, and disciplined execution. EvonSys helped introduce a phased model rarely used in Pega implementations that enabled faster testing, early validation, and continuous

The aging legacy system no longer could keep up with the business's pace. To stay competitive, the client had to quickly migrate to the Next-Gen Order Entry application in Pega, without compromising business continuity.

# Key Business Challenges



## Obsolete System

The existing system was constrained in its capabilities and lacked user-friendly features, creating friction for internal teams and end users.

## Time Critical Transformation

With a tight deadline, all 70+ services were expected to be migrated to the new platform without business interruption.

## Massive Service Migration

With over 70 distinct services built on different back-end logic, there was a critical need to unify them within a single application architecture.

The combination of legacy constraints and an aggressive timeline called for a fast-paced, adaptive development approach beyond traditional methods.

# Desired Goals

- Consolidate all services into a single Pega framework for smoother workflows.
- To improve the usability experience, deliver an intuitive interface across all services.
- Enable faster rollout through efficient prototyping and feedback loops.

# Solution

The strategy involved transitioning the process from the legacy system to the next-gen flow without altering the primary ones:

## **Agile Service Ownership**

Each developer took complete ownership of one service, covering logic, design, and deployment, ensuring timely closure.

## **Collaborative Development**

Weekly developer collaboration with business analysts was set to align with the client's expectations and reduce rework.

## **Controlled Versioning**

Predetermined ruleset versions in Pega for each service minimized confusion and streamlined deployment.

## **Dark Launch Strategy**

Deferred services were deployed as inactive (dark) to maintain codebase consistency across environments.

## **Targeted QA & Regression**

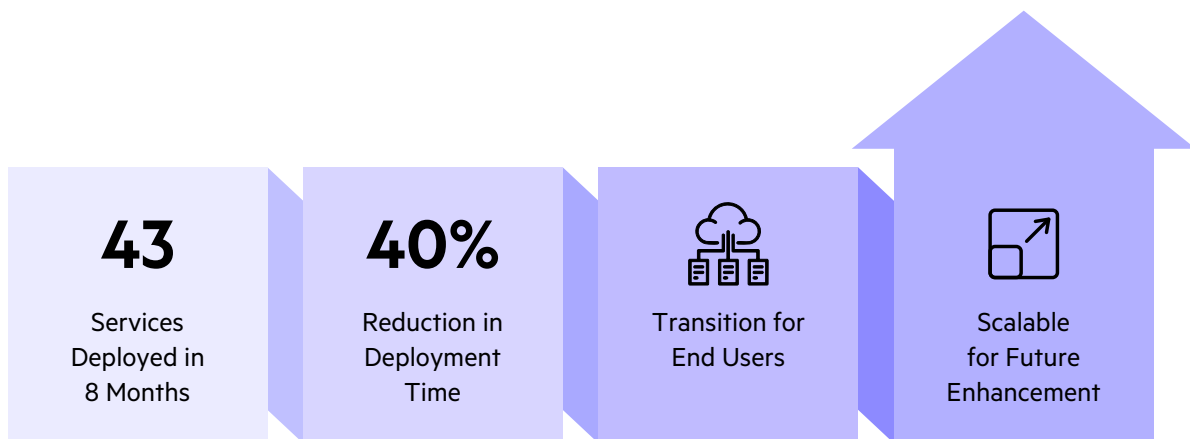
Developers identified potentially impacted services for QA teams to run focused regression tests before release.

# Key Activities Involved

- Transitioned all service processes without altering the core flow, ensuring business continuity.
- Standardized the UI and backend logic for over 70 service types, enabling consistent delivery.
- Deployed a Pega-specific rapid prototyping methodology to accelerate development and adoption.

# Business Outcome

With the given deadline, EvonSys helped to deploy the Pega-powered Next Gen Order Entry application with the following outcomes:



## 43 Services Deployed in 8 Months

Even though the timeline was aggressive, EvonSys helped the service deployment go live ahead of schedule, completing 43 services in just eight months.

## 40% Reduction in Deployment Time

Through parallel development and coordination, we reduced the deployment time to nearly half.

## Transition for End Users

Early onboarding to the new platform ensured a smooth departure from the legacy ecosystem.

## Scalable for Future Enhancement

The prototyping approach now serves as a blueprint for future business transformation initiatives.

# Looking for a Pega deployment solution?

Partner with EvonSys to turn your business goals into digital outcomes.

**Talk to our experts**



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