



TRANSITIONING FROM COSMOS TO CONSTELLATION

Enhancing UI Efficiency and User Satisfaction for a Global Enterprise

About the Customer

Our client is a prominent global enterprise extensively utilizing Pega platforms to manage complex business processes. With significant operations spanning multiple regions, they require advanced, user-friendly interfaces to maximize operational efficiency and user satisfaction.

Engagement Story

The client experienced ongoing productivity challenges stemming from their legacy Cosmos user interface. The dated system resulted in inefficiencies, reduced responsiveness, and limited collaboration capabilities, negatively affecting user satisfaction and operational output.

Recognizing the urgent need for modernization, the client partnered with EvonSys to transition seamlessly from the Cosmos UI to Pega's advanced Constellation interface.

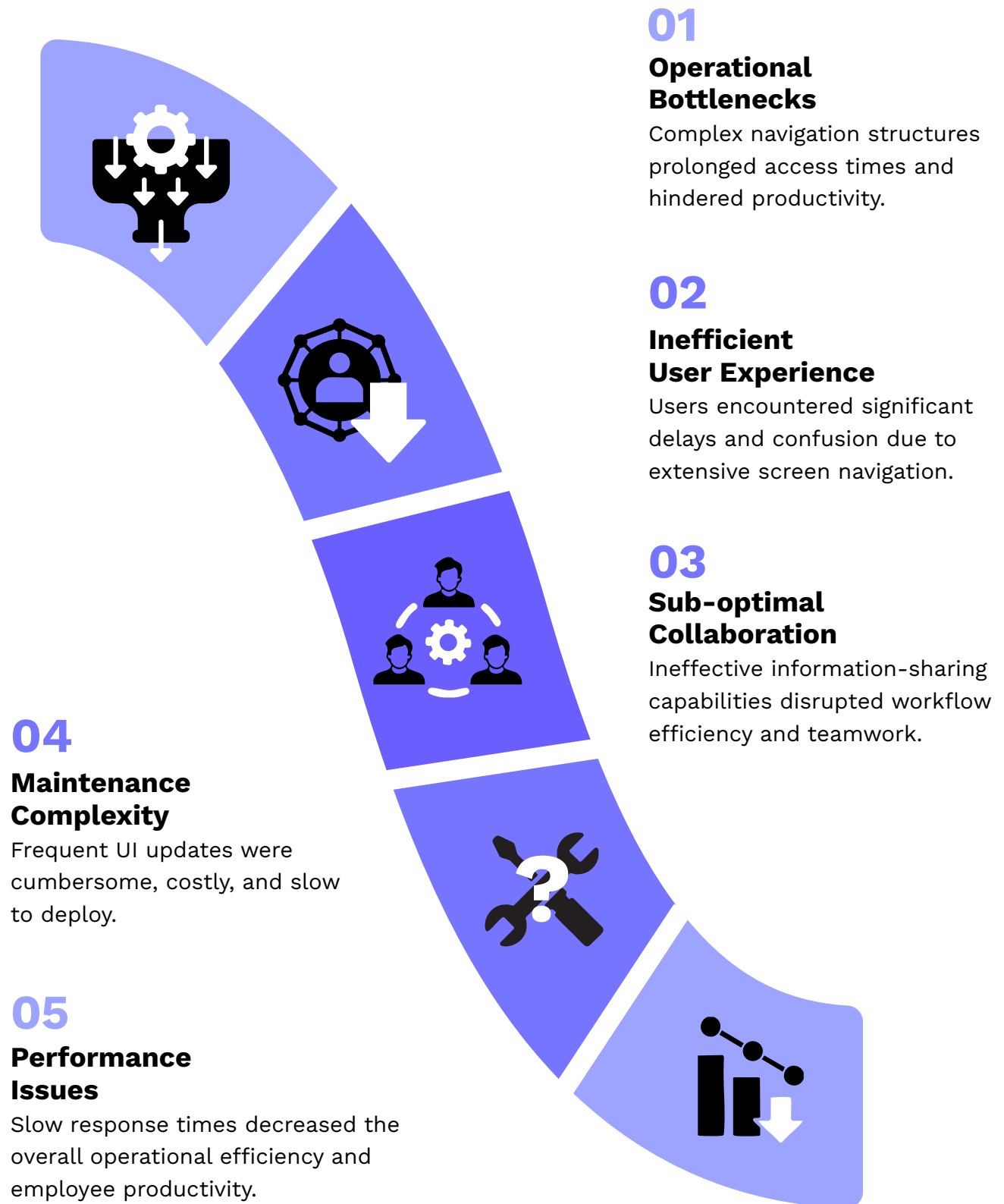
The decision to upgrade was driven not only by immediate operational needs but also by a strategic vision to future-proof their applications. With rapid business expansion and growing user demands, adopting a more agile, scalable, and efficient UI became a critical business priority.



The outdated Cosmos interface was significantly slowing operations, negatively impacting productivity and user satisfaction across the organization.

Key Business Challenges

The client's legacy Cosmos UI presented several critical issues:



Desired Goals

The client aimed to achieve the following objectives with the UI transition:

- Streamline navigation to improve efficiency and user productivity.
- Implement an intuitive and responsive interface to enhance user satisfaction.
- Boost interdepartmental collaboration and communication.
- Reduce system response times significantly.
- Simplify maintenance processes and reduce associated costs.

Solution

EvoSys strategically facilitated the transition to the Constellation interface, leveraging its modern view-based architecture and low-code capabilities. Key solution highlights included:



- Deployment of a simplified and intuitive navigation structure to streamline user workflows.
- Integration of responsive UI elements, ensuring quick system interactions and minimal delays.
- Enhanced collaboration tools embedded within the Constellation interface for seamless information sharing.
- Utilization of the App Studio environment to deliver swift, cost-effective maintenance and regular updates.

The Constellation UI transition dramatically improved system responsiveness and simplified collaboration, enabling quicker interactions and smoother workflows.

Key Activities Involved



Comprehensive assessment of user interface issues through detailed stakeholder workshops.



Collaborative design and implementation of a phased transition approach to minimize operational disruption.



Customization of Constellation's capabilities to address specific client needs and workflows.



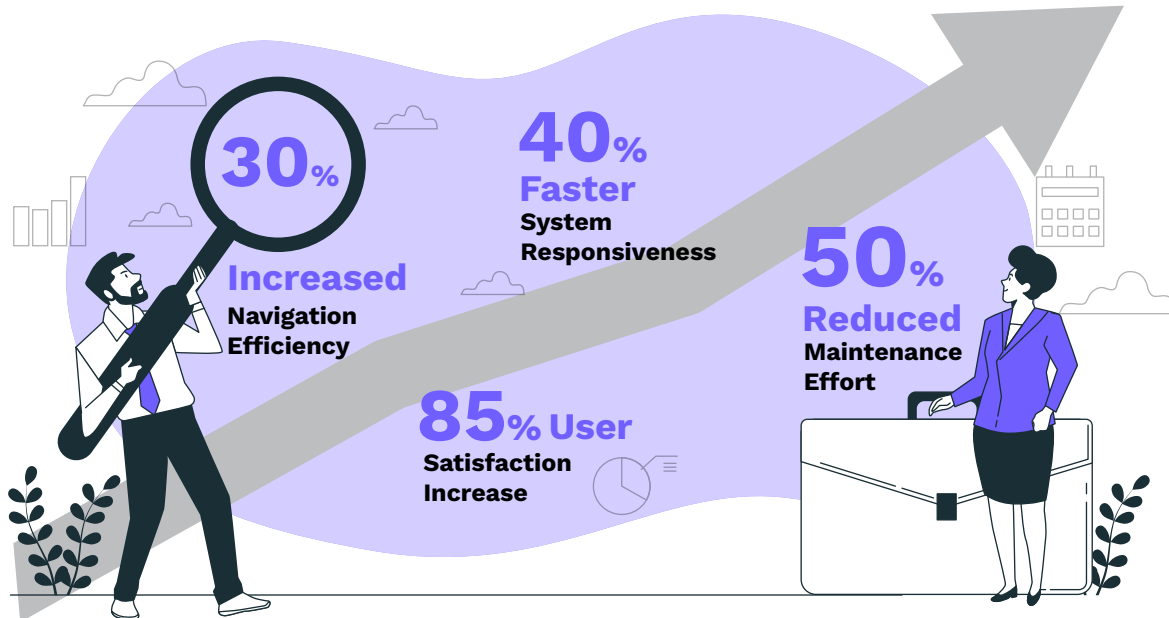
Extensive user training sessions and continuous support to ensure effective adoption and maximum utility.



Continuous performance optimization during and post-transition.

Business Outcomes

Post-transition, the client witnessed substantial operational and user-centric improvements:



Navigation Efficiency Increased by 30% Users quickly accessed critical information, significantly enhancing productivity.

System Responsiveness Improved by 40% Faster interactions boosted overall operational speed and user satisfaction.

Collaboration and Team Productivity Enhanced Improved sharing capabilities streamlined internal communications, leading to smoother workflows.

85% User Satisfaction Increase Internal surveys reported dramatically higher levels of user satisfaction with the new interface.

Maintenance Effort Reduced by 50% The intuitive low-code environment of Constellation significantly decreased update deployment times and associated costs.

With Constellation, user satisfaction improved by 85%, system responsiveness increased by 40%, and maintenance efforts were cut in half, reflecting substantial productivity gains.

Client Testimonial



Our employees, technicians, and their managers now have a modern and efficient interface that enhances their productivity and overall user experience.”

— Head of IT Operations

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