



IMPROVING EFFICIENCY AND PERFORMANCE WITH LOW-CODE SOLUTIONS



Project Overview:

The goal of the project was to simplify and streamline the process of creating an interaction case for a US-based financial institution's loan servicing back-office users. EvonSys focused on redesigning the screens to reduce the number of clicks and make it easier for back-office users to log a case without having to go through a complex flow. EvonSys designed, built, and tested the new screens, enabling the bank to go live with the new design. The result was a significant improvement in the performance and efficiency of the loan servicing process.

The Problem:

The client's loan servicing department has faced a serious challenge when it comes to their back-office users logging interaction cases. In order to log an interaction case, back-office users have to go through a complex screen that consists of customer search, customer selection, and authentication screens. This requires many clicks and hence the time taken to create a case is relatively high for back-office users who have to process thousands of cases every day (4-5k).

The complexity of the screen and the number of clicks involved increase processing time for each case drastically. This has become a bottleneck in terms of efficiency as it takes much longer than usual to process even one case. The manual effort needed also adds up significantly, as employees have to take every step with care due to the high risk involved when dealing with sensitive financial data.

In this context, the client needs a solution that would reduce the manual effort significantly while increasing efficiency while processing cases.

They need a streamlined approach that will help them save not just time but also energy by reducing the number of clicks needed for each case. Furthermore, they need a secure interface that protects customers' data from any kind of risk or threat.

The bank has thus approached EvonSys with this challenge. Being experts in low code digital transformation, EvonSys is well-equipped to provide the best possible solution for them within their budget constraints and timeline expectations, making sure that their client's data is always safe and secure while minimizing errors & manual efforts at the same time.

How EvonSys Helped:

Evonsys provided a comprehensive solution to the client in order to reduce the complexity of the log-on process for back-office users. The steps taken were:

1. Minimising clicks:

By redesigning the screen, EvonSys reduced the clicks needed during the log-on process. This allowed users to quickly enter credentials and save time.

2. Preselecting Elements:

EvonSys adjusted UI elements so that some elements are preselected or prefilled as per the user's required inputs. This allowed users to quickly input their data with minimal effort and make sure that processing times are significantly reduced.

3. Aligning with compliances:

In order to ensure compliance with all governing regulations, Evonsys designed the screen according to risk and compliance guidelines so that it meets all legal requirements while still being as efficient as possible.

4. Compatible set-up:

The updated version was made compatible with existing setups without introducing any new issues or problems, ensuring a smooth transition from the old system to the new one.

Overall, the new streamlined log-on process allowed back-office users to complete more tasks in a shorter amount of time and increase overall productivity at the workplace.

Results & Improvements:

EvonSys has provided the client with remarkable results in its loan servicing process. The redesigned screens created by EvonSys have resulted in a tremendous improvement in efficiency and performance from the back office users' perspective.

By enabling simpler processes, they have provided decreased processing times and reduced customer wait times, leading to an improved customer experience with the loan servicing process.

Customer satisfaction levels have increased significantly due to their simplified process for creating an interaction case. This has allowed them to save time and resources while providing an enhanced customer experience that leads to greater trust and loyalty towards the bank.

Customers can now receive their loan applications faster which reduces the chances of losing out on potential clients due to long application processing times.

Overall, EvonSys has revolutionized the client's loan servicing process by providing remarkable results that greatly benefit both their employees and customers alike.

The simple yet effective designs make it easier for existing employees to do their job better while improving customer satisfaction levels through shorter wait times and more visibility into their loans being serviced.

By delivering such outstanding performance and great customer experience, the bank can be assured that they are providing the best loan servicing service possible.

Be Our Next Success Case Study!

At EvonSys, we pride ourselves on offering the most advanced low-code digital transformation tools and services. Using industry-leading systems such as PEGA, Mendix, Salesforce, and Outsystems, we are able to provide our clients with unique solutions tailored to their individual needs.

EvonSys' mission is to bring the power of coding into the hands of everyone through low-code platforms that democratize the playing field for all stakeholders in software development. This vision has made us an industry leader for companies looking for innovative solutions.

This case study demonstrates how EvonSys can help you tackle your most complex problems and create effective solutions that will result in better customer experiences and increased satisfaction levels.

If you are looking for the same kind of success, contact EvonSys today to receive a tailored solution that meets your specific needs and helps you achieve great results.

Our experienced team of professionals will work with you to understand the challenges faced by your organization and develop an efficient solution that can improve your business operations and create a positive customer experience.

Let the experts at EvonSys help you unlock the potential of your business today!