

SERVICE PROVIDERS CHOOSE CROSSVALE TO IGNITE OPERATIONAL EFFICIENCY



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COMPANY	Large National Freight Railway Company	Large National Bank	State Office
INDUSTRY	Transport	Banking and Finance	Government
PROBLEM	Higher levels of agility required in reacting to market forces with more frequent deployments. Single source of truth for customer data required.	Disparate issue handling systems in each business unit, some with high levels of manual intervention.	Lack of automated workflow along with heavy usage of paper. No automated escalations. No digital mark up of forms.
SOLUTION	<ul style="list-style-type: none"> • Migration from legacy integration system. • Design and implementation of microservices using Spring Boot. • Implementation of CI/CD process to enable more frequent deployments with automated testing. 	<ul style="list-style-type: none"> • Integrated systems with automated processes. • Omnichannel support. • Use of Red Hat Decision Manager for Rules Engine. • Consolidated dashboard providing visibility of individual and group information, written in NodeJS and AngularJS. 	<ul style="list-style-type: none"> • Used integration tier and business process management for workflow management. • Use of Red Hat JBoss Enterprise Application Platform (EAP) for application tier. • Use of AngularJS for front end development.
SUCCESS SUMMARY	<ul style="list-style-type: none"> • Improved quality of software deployments and testability of code. • More stable customer data repository. • Migration of systems from legacy systems and less use of siloed databases. • Higher customer data reliability. 	<ul style="list-style-type: none"> • Improved customer experience. • Centralised communications, support and system of record for all complaints, issues and service requests. • Visibility of bottlenecks, KPIs and configurable routing rules, SLAs and policies. • Regulatory compliant. 	<ul style="list-style-type: none"> • Predictable escalation of tasks. • Digital mark up of forms. • Improvement in form handling time. • Consistent, fast analytics. • Easily audited. • Consistency of processing. • Enforced compliance and ease of compliance reporting.
BENEFITS	<ul style="list-style-type: none"> • 20-43% improvement in TTM for customer related features. 	<ul style="list-style-type: none"> • Issue handling turnaround time improvement by 65%. 	<ul style="list-style-type: none"> • 100% removal of paper-based processing



Crossvale is a global strategic IT solutions provider that delivers Middleware solutions for enterprise clients. Our IT consultants help organizations achieve the best results for their business through an integrated approach to their workplace with technologies that improve productivity, and capitalize on the power of data that help manage IT more effectively.

We offer a portfolio of workplace services that address critical business challenges by reducing IT support costs, increasing prevention-based standards and implementing continual service improvement in the areas of software integration, enterprise and solution architecture. In addition, our proven processes deliver better business value and give organizations the customized infrastructure that works for them.

We continue to partner with leading companies to arrive at solutions in digital transformation, to offer a simpler, more intuitive approach to an evolving digital workplace.