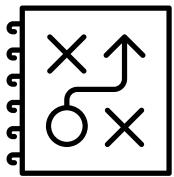


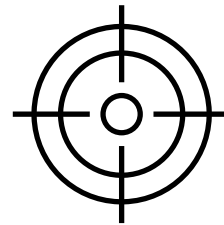
Ascension Technologies, LLC

Process Improvement



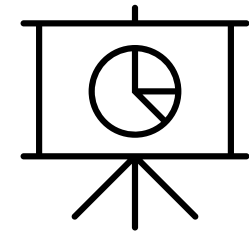
Challenge

The client's legacy customer process flow included overlapping rule sets and systems from over 8 years of development. The resulting structure made changes time consuming and error prone.



Strategy

AT business analyst coordinated with stakeholders to determine business requirements and then developed and implemented a new process flow in modular-based code to support 15 existing channels with expansion capacity for multiple times more. The new process flow was implemented in a test environment for validation and moved into production with no downtime experienced by the business.



Result

In the legacy system any changes to customer process flow required on average 5 business days. The revised system has changes implemented typically on the same day allowing for much faster process improvement.