



DIGITAL TRANSFORMATION - BUSINESS LICENSE PROCESS CYCLE

Client Overview

Our client is a leading provider of corporate services to businesses across the world. Headquartered in the United States, our client provides compliance & legal services to Fortune 500 companies and thousands of financial enterprises.

Business Requirement

To retain their position as a market leader in business licensing services, our client wanted to phase out their existing systems and adopt Pega for order capture, Pega for fulfilment, and Pega for portfolio management, along with a collection of reusable business services (including NIPR integration) to support their business license program.

Business Solution

We delivered a next-gen business license application utilizing the Pega platform.

- Built situational layer cake architecture to promote reusable and flexible component-based solution.
- Leveraged OOTB for key modules:
 - Portfolio & Order Management
 - Knowledge Management
 - Integration Management
 - Correspondences (Alerts, Follow-ups, etc.)
 - Reports

Technology Stack

- Pega 7.x
- Pega Robotics
- Oracle 11g
- WeLogic 12.x
- VersionOne

Business Highlights

- Developed a robust, intelligent, automated and user-friendly solution to manage end-to-end BL services including BL Portfolio, BL Fulfilment, Order Entry, and Reports.
- Automated existing manual processes such as order creation, order research, order fulfilment, etc., to enhance business productivity.
- Developed an effective automated process to create , gather (re-search), store and search data in their knowledgebase, which improved their data and knowledge management capabilities.
- The solutions designed by Evoke Technologies enabled seamless, end-to-end, integration of systems to provide flexible and faster data access and interoperability with their enterprise compliance systems (Knowledge Base, MDM, Service Catalog, Portfolio Systems, Billing etc.).

Project Structure

- 3 Scrum teams – BL Portfolio - 1, BL Portfolio – 2, BL Fulfilment were formed to execute the project.
- Evoke Technologies’ each scrum team comprised of four Pega developers & two software testers based at our offshore delivery center.
- The modules were split into multiple epics, where each epic had related stories.

Project Highlights

- Deployed a highly skilled Pega team for a multi-year period.
- Our offshore team could operate independently because of the business knowledge.

About Us

Evoke Technologies is an innovative information technology services firm offering world-class software solutions. We are a client-centric and relationship-based company with a focus to provide cost-effective software development and support solutions. We are SEI-CMMI Level 3 appraised, ISO 27001 and 9001 compliant IT enterprise that focuses on quality and delivering business value. Incorporated in the year 2003, Evoke Technologies has been actively helping global corporations to innovate and transform their businesses utilizing IT. Our global delivery and engagement models help us to offer affordable long-term software solutions that meet our client’s IT challenges and add business value. We constantly innovate and implement new software methodologies to provide our clients with a superior experience.

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