

Global Services
Organization Realizes
**10x Efficiency in
Service Delivery**





Microservice Architecture Implementation for a Global Publishing Services and Digital Solutions Company

The organization is a trusted partner for top global academic institutions and learning services organizations, providing publishing services and technology-driven digital content solutions.

Headquartered in India, with global offices in USA and UK, the company has 2300+ workforce spread across 3 countries, with a global clientele spanning 3 continents.

Business Challenge

To meet the evolving business requirements, the company wanted to upgrade their heavy monolithic, desktop-based, legacy Workflow Management System (WMS) supporting 50+ workflows for 20+ customers. They had structured their WMS as a single window for facilitating business processes across the spectrum - from order booking to delivery and invoicing.

However, problems such as complex file heavy workflows, lack of configurability and customer-specific automation & integrations made it challenging to onboard customers quickly and resulted in possible loss of opportunity. Issues like lack of flexibility, unresponsive user interfaces, frequent downtime, high wait time and rigid workflows that were not easily configurable affected the productivity and added to the cost and complexity of managing the legacy application.

The transformed WMS had to support the evolving business requirements and also respond to market demands with agility by:



Providing centralized visibility on performance



Minimizing administration and infrastructure expenses



Enabling 99.9% availability for all customer-facing systems



Ensuring regulatory compliance



Reducing latency for customers



Scaling-up dynamically to new environments in addition to managing the existing standard and multiple container-based environments



Maintaining legacy tools and interfaces, ensuring connectivity to both on-premises and cloud-based environments

The Solutions

The new system was built as a hybrid cloud web based platform, powered by a microservices architecture designed to be scalable, extendable, secure and resilient, and could manage customer-facing applications efficiently. The solution also bridged multiple platforms together on custom-built applications over a microservices architecture.

The final result was a simplified and unified interface that was intuitive, platform-independent, and user-friendly. This ensured seamless execution of core business processes and created interfaces to ingest and process data and files from customers' systems, seamlessly.

- The new WMS leverages a Business Process Model and Notation (BPMN) based workflow engine. It utilizes microservices architecture for handling automation. The centralized system consolidates customer requests across the board and tracks all processes including delivery and payment
- Powered by the intelligent task allocation engine, users are provided with a task list app which enables them to take ownership of their tasks, track productivity and ensure OTD and 100% output quality
- A central file repository enables efficient file management and secure access to files
- Self-configurable workflows reduce dependency and empowers the business to define their own business processes, minimizing the response time to customers. This simplified process also facilitates faster customer onboarding.

The enhanced automation capabilities offered by the upgraded WMS includes high resilience and scalability, and facilitates better collaboration through seamless flow of information.



Business Impact

The solution has empowered the organization with a highly flexible business process and has delivered substantial business benefits.

Key business outcomes from the WMS transformation:

- **40%** of manual work automated
- Increased execution speed by 10x
- 25% reduction in manpower efforts with associated cost savings
- 60% reduction in customer onboarding time, reduced to few days from several weeks
- Supports 50+ workflows, integrating over 300 tools and supporting 40 TB of live files
- 25% improvement in quality due to the implementation of multiple verification and cross-validation processes
- Integrates with 30 heterogeneous applications of diverse customers with varied technological requirements

With the upgraded WMS platform, the organization is now able to compete with the technology demands efficiently, and deliver on its promise of technology-enabled transformation that is both sustainable and future-ready.





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● ● ● **ABOUT INTEGRA**

Integra is a trusted partner in Business Process and Technology Services for many leading organizations worldwide. With a focus on providing end-to-end solutions for digital content, learning services, and content workflows, we help our customers realize transformational business value.

For more information, please visit:

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