



## How to Keep \$21 Billion of Customer Loans Happy

### CASE STUDY – CBUS1

#### Service:

Technology Diligence and follow-on Independent Verification and Validation (IVV) to oversee implementation of diligence recommendations in emerging technology environment.

#### Client:

Client provides educational loan services for both private and public institutions and individuals. Loan portfolio is over \$21 billion.

#### Requirement:

Perform Technology Diligence on existing environments, propose technical architectures and specify technical options. Recommend strategic infrastructure initiatives; provide guidance and oversight to construction of new architecture. Ensure appropriate skills and knowledge transfer to Client's resources.

#### Situation:

The client's business environment was changing. They recognized the need to update their information systems to respond to these changes and remain competitive. Customers wanted more direct access to account information and self-servicing capabilities. In response, the Client updated its Customer Facing Systems, including its Call Center, IVR, direct interface with customer systems and increased Internet/Web access. A key requirement was that the systems must integrate information across multiple legacy applications. The Client also desired to adopt an object-oriented approach in order to capture the long-term benefits of extensibility and reuse.

#### Scope:

TD Staffing: 1 person week.

Deliverable: an extensively documented report and presentation of the project condition.

IVV Staffing: 50 person weeks.

Deliverable: a working system infrastructure.

#### Discovery:

Semaphore Technology Diligence (S4TD) practitioners performed technical diligence of the existing environment and determined needs for future architectures. S4TD specified technical options, made recommendations for strategic infrastructure initiatives and provided an assessment of a proposed technical architecture for the first 'new generation' (tactical) application.

Included in the findings were modifications to the existing technology architecture that would support integration into the above-mentioned strategic architecture. S4TD provided a cost and risk assessment of developing the new application with necessary migration paths to implementation of the strategic direction.

#### Outcome:

1. After a successful Technical Diligence engagement, the Client decided to engage S4TD to oversee and develop the middleware infrastructure for the 'new generation' application in order to mitigate the risk of an unfamiliar environment and make certain both budget and time-line were kept. The application, an object oriented redesign effort combining the behavior of several applications, producing a single three-tier distributed architecture was delivered on time and within budget.
2. Several components of the tactical implementation were part of the strategic technical direction. S4TD worked with the members selected to define this architecture to ensure completeness and correctness along with validating timelines and resource education efforts thus allowing the Client to



further develop in-house capability,  
reduce cost and hold institutional  
knowledge.

3. Semaphore provided lifecycle services to help migrate the organization in adopting an object oriented, iterative and incremental development process, thus creating a state of the art system to service their large loan base.