Modernization of Legacy System = $M's

Corporate Tax Filing

"Ward provided a team of consultants that have been responsible for the design, development and delivery for the enhancement/rework of this multi-phased application for the past 2.5+ years"

Department Manager – Cash Management/Financial Services

Business Overview

The leading provider of Financial and Healthcare Business Process and Software Solutions across Canada. Their revenues are in the $500 million range and they have over 1500 employees.

Challenges (Technical/Business)

Telus needed to modernize an old Corporate Tax Filing legacy application. This application was the bread and butter of this business unit. As a Customer Facing Application and it had plateaued in its growth. This Tax Filing Application needed fixes to address security issues, provide client requested enhancements, as well as the need to be more scalable with improved performance.

Ward Technology Talent, Inc.   **Saving on Licensing Fees**

Some of the end goals of this project were to reduce maintenance costs (newer technologies being easier and more cost effective to maintain), increase revenue in new markets, build the platform to handle other modules and additional payment capabilities and provide requested functionality enhancements to meet client demand.

In essence, Ward's Resources:

- Recommended and designed software solutions
- Provided input and direction for the development of project level solution architecture.
- Implemented Restful environment
- Created documentation
- Programmed (full-stack) modules, screens, reports and processes
- Planned, documented and conducted unit testing of modules
- Deployed web applications to all environments for scheduled releases

How did Ward contribute?

Ward Technology provided four Consultants

with the technical know-how to do the hands-on work in designing and implementing the modernization vision. These resources reviewed the old application, learned and understood the business objectives, participated in design sessions, did the hands-on development work, and were involved in weekly build meetings and testing of the solution.

Ward's Consultants also delivered detailed design documents, new modules and new software services.

Results, Return on Investment, and Future Plans

Today, as a result of Ward Technology's resources, Telus migrated eight (8) clients to the new modernized application which led to increased revenue of $2-3 million per year, customer satisfaction increasing 20-30% as well as reducing maintenance costs by 20-30%.

This new application is now modular which means Telus can now scale more easily, add new functionality and have a larger install base. This contributes to growth, better performance and increased stability.