

Credit Reporting Systems Redesign

Client

A tier-1 mortgage ISP, works with over 2,500 mortgage companies.

Business challenge

When the client began gaining increased credit reporting industry market share, started experiencing high traffic volumes. Their IT systems were ancient and archaic: 10–12 years old with numerous enhancements and integrations for various credit agencies, banks, and large customers:

- System becoming unreliable, inefficient, and costly to maintain, service, and support
- System impeding business growth, unable to handle increased high transaction volumes
- Increased downtimes and constant fixes resulting in potential current client loss

Approach

Performed a thorough end-to-end credit processing application architecture and design ecosystem review. We proposed a performance re-engineering approach; addressing the six processing stages along with application and database design optimization. The existing architecture was designed with several instances of these stages spread across many processing regions:

- Significant scalability was achieved by re-organizing the stage-region set-up
- Addressed application architecture related to concurrency management, resource exhaustion issues in deployment architecture, optimized SQL indexes, and optimized thread and locking
- Fine tuned deployment architecture to handle all stages within a single region, significantly reducing the number of physical machines and making deployments easier with reduced downtime

Results

Most important achievement was scaling. New client additions were now quicker and easier, thus helping the client gain over 20% additional revenue. The client also saw a 72% gain in the average performance of requests; resulting in increased throughput handling and dramatically lower request drop-offs:

- Processes improvements helped fault identification and tracking get better, reducing response time
- With shorter deployment cycles, bug fixes and new features reached users faster
- Together the teams embarked on a joint SaaS based product development initiative

Business benefits

- Increased revenue through ease of business
- Quick response time through process improvements and new features

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