OCI CASE STUDY: *FINANCIAL INSTITUTION*

RELEVANT BACKGROUND

Our client provides a variety of online brokerage, trading, banking, and investment solutions. As online convenience gains popularity, the client developed powerful online tools, including web and mobile applications.

THE MAIN CHALLENGE

Our client needed to build a first-class mobile app to compete with other providers and build its market share. The application, initially developed by an outsourced digital marketing firm, did not meet quality expectations.

The project was particularly challenging due to several systemic problems. Application instabilities led to poor user experience. The need for architectural redesign was acknowledged, but to fully remove the existing product during a reimplementation period was simply not an option. With the knowledge, mentoring, and influence of OCI's expert software engineers, our client was able to overcome four major hurdles to ultimately achieve a superior quality, highly performant product.

> **Our engineers took on many roles: change agents, mentors, and technology experts.**
>
> **The final products exceeded all expectations, despite some exceptionally challenging technical and cultural hurdles.**

THE EXISTING TEAM

Our client's product team lacked deep knowledge of native mobile application architecture, proper asynchronous task execution, and resource management.

OCI provided in-house training with formal presentations and informal mentoring. OCI engineers taught the team the values of concrete application architecture, and implemented a culture of strict adherence to SOLID OO principles.

ENTERPRISE WIDE INTEGRATION

One of the key failure points of the application was its inability to be easily integrated into enterprise-wide technology efforts.

OCI engineers became a key communicator for requirements, issues, and most importantly, facilitating collaboration across organizational barriers.

PRODUCT DESIGN

All native products attempted to mimic a web application, instead of embracing the native platform's UX and event model. They suffered from poor concurrency control, leading to frequent crashes.

Despite the major restructuring required, OCI engineers were able to keep the products online, release on schedule, and maintain existing functionality during refactoring.

RESISTANCE TO CHANGE

Our experts identified roadblocks that prevented the correction of development paths, and a resistance to training. Incentives were not aligned with producing a quality product, creating a strong resistance to change.

OCI engineers took risks that led to successful outcomes, which prompted the widespread adoption of a proactive mindset throughout the company, aiming for excellence and drastically improving the product quality.

THE RESULTS

In working with this client, our engineers took on many roles: change agents, mentors, and technology experts. The final products exceeded all expectations, despite some exceptionally challenging technical and cultural hurdles.

Our most substantive impact was drastically reducing the crash rate of the client's iOS app, which had reached more than 1,000 crashes per day. This complicated task required major concurrency fixes and a complete rearchitecture of core components. After this initial success, our client continued to engage our engineering team to drive further improvements in usability, reliability, and customer satisfaction. Our consultants' focus on business objectives and product quality led to the success of the company's mission-critical applications across many projects.

CLIENT TESTIMONIALS

"[OCI engineer] is a super talented individual and does a great job for us. He is always on top of issues, and knows how to clearly explain complex scenarios, especially to our business partners."

"...I've actually joked that I shouldn't turn [OCI engineer] loose on a project too soon because he'll finish it before anyone else even has a [chance] to get started."

"[OCI engineer] is an integral part of the project and has demonstrated her expertise on multiple occasions. I will take her on any project."

ABOUT OCI

24+ years' experience with Open Source product development and building high-performance, real-time, mission critical systems

Experts in Open Source Solutions: partnering with clients to determine when and where Open Source can add value and reduce technical debt

Customizable library of training materials, delivered by practicing software engineers and subject matter experts

We build high-performance, real-time, mission-critical systems, and integrated application and software solutions that are open, scalable, reusable, interoperable, and affordable.

Please contact us today to discuss how we can reduce your costs and improve performance.