CASE STUDY

Allied Solutions UniTrac™ Risk Management

Osprey completely redesigned Allied Solutions' collateral tracking system with zero downtime on switchover, altogether bypassing the risks which plague "Big Bang" transitions. By building a parallel system and porting over functional components one at a time, Osprey built, tested and successfully implemented UniTrac™ with great results.

When a bank or credit union loans funds to a business or individual for the purchase of property—homes, buildings, vehicles and capital equipment—that property becomes collateral to secure the loan. But in order to protect that investment, financial institutions require owners to carry insurance on their property, known as collateral coverage.

Allied Solutions, a leading provider of insurance, lending and marketing solutions to financial institutions, provides mission-critical business applications to its commercial clients. Key among them is the ability to track collateral insurance coverage, an effort which grew increasingly complicated with Allied's expansion.

As Allied Solutions' customers entered into a broader variety of loans and collateral securitization, its legacy tracking system required more manual interaction, eventually becoming too cumbersome to be convenient. Allied knew that upgrading to a modern platform wasn't just the best solution—as it would create future flexibility when it came to adding features—it was the only solution. But the application was mission-critical, and Allied leadership feared a problematic transition and significant downtime, as well as the loss of both customer trust and premiums.

The fear was credible. One of Allied's competitors had recently attempted to re-platform its system using a "Big Bang" approach, only to find that once the new system was turned on, it didn't actually work. The consequences were disastrous, as much for the provider, as for its customers.

Osprey had a better way.

Using the *Agile Sync Development Kit*, Osprey developers were able to rewrite Allied Solutions' insurance tracking system one component at a time—incorporating new technology, capabilities and object-oriented design. UniTrac™ boosted performance and scalability, allowing lenders to run processes 24/7 without the need to level-load processing on weekends. By consolidating lending data into a single database, UniTrac™ enabled users to access data without having to log into multiple programs, a complication which plagued the legacy system.

The challenge was big from the get-go. The delivery and loading of a thousand types of loan data had to be standardized and automated. New features had to be added, to enable Allied Solutions to expand its coverage to additional collateral types. System workflows were reengineered to allow for better controls of how work was done, by whom and in what priority.

Through a thoughtful, iterative approach, Osprey delivered a system which not only did exactly what Allied needed it to do—it did it well, and without issue.