

IMPROVING THE USER EXPERIENCE AND PERFORMANCE OF AN EXISTING MDM PRODUCT

Xoriant dramatically improved the usability and increased the performance (by 300%) of this large global bank's MDM solution – without disrupting the existing ecosystem.



THE CHALLENGE

Performance issues and a frustrating user experience caused lost time and decreased productivity for the bank.



THE SOLUTION

Xoriant developed an application on the existing MDM solution that would resolve the usability and performance issues but maintain the client's existing ecosystem.



THE RESULTS

A dramatically improved user experience and 300% reduction in data upload time.

THE CHALLENGE

Designing high Like many financial firms, this client – a large global bank – relied on a licensed master data management (MDM) product customized for their backend data management needs. But the performance of the product fell fall short of the bank's expectations, requiring significant data processing time. And the user experience was cumbersome and frustrating. Those performance issues and a frustrating user experience caused lost time and decreased productivity for the bank.

THE SOLUTION

Xoriant engaged with this large global bank – and has engaged other enterprises for this and other licensed MDM products – to help the bank improve performance and usability issues while maintaining the bank's investment in the product, making no changes to the backend MDM features.

UI/UX

- **New UI reduces the number of screens by 73%** – Xoriant redesigned the user interface in Ext JS, reducing the number of screens in each module from more than 10 to 3. We added additional functionality through popups and views. By optimizing the screens, we reduced the time and effort required to work with a module; through parallel processing we increased productivity.
- **Common components reduce maintenance effort** – Instead of maintaining separate screens for each feature (e.g. Search, Export, Audit History), Xoriant designed the features as common components, making them usable on a single screen. Reusing code reduced the maintenance of screens.
- **Dashboards save user time by providing at-a-glance views** – Now users can see all the details of a request, from submission to approval, via a single page view. Users can drill down by clicking links on the single page view that open popups with the detailed information

PERFORMANCE

- **MongoDB reduces query response time** – To overcome the challenges of dynamic data and increasing data volume, Xoriant leveraged MongoDB. Its flexibility to organize dynamic data in a structured manner and its sharding capabilities make it an ideal solution for backend data management. The query response time in MongoDB proved significantly better than the traditional RDBMS that the licensed MDM product had used.
- **Running data uploads in the background improves user productivity** – Before Xoriant, data uploading was a very slow foreground process that the user had to wait for, unable to perform any other tasks within the application. We redesigned the process such that data upload is now an asynchronous process performed in the background, so the user can perform other tasks in the application while the upload is in progress.
- **Akka framework enables multitasking and reduced upload time** – Using the Akka framework, Xoriant wrote multithreaded code for backend jobs – enabling work to be executed in parallel and speeding up the uploading process. [Learn more here](#)

INTEGRATION

- Integrating the new application with the client's existing business process management (BPM) system, we relied on Java messaging for communication. The new application sends workflow request messages in XML containing workflow attributes and message payload.
- Because the bank's BPM system is a multi-stage workflow involving multiple levels of approval, the new application was integrated such that it could handle all levels of approval and rejection.

To learn how Xoriant can improve the user experience and performance of your MDM product, contact us

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THE RESULTS

UI/UX – Implementing a new user interface enabled increased functionality while reducing by **73%** the number of screens a user had to manage. Introducing common components reduced maintenance effort and dashboards save user time by providing at-a-glance views.

Performance – Before Xoriant, the process of uploading data from Excel and validating it took about 40 minutes per million records. Xoriant cut that time by **300%**.

Integration – Integrating the new-and-improved application into the bank's existing BPM ecosystem enabled the client to maintain the investment already made in the MDM product.



About Xoriant

Xoriant is a Silicon Valley based product engineering, software development and technology services firm with offices in the U.S., Europe and Asia. For both technology companies and enterprises, from startups to the Fortune 100, we leverage our expertise in emerging technologies and our high-performing teams to deliver innovative solutions that accelerate time to market and keep our clients competitive.

Across all our technology focus areas –Product Engineering, DevOps, Cloud, Infrastructure & Security, Big Data & Analytics, Data Management & Governance, Digital and IoT –every solution we develop benefits from our product engineering pedigree. For 25 years and counting we have taken great pride in the long-lasting, deep relationships we have with our clients. Learn more at www.xoriant.com.