

Implementation Roadmap and New Software Improve Sales by 17%

Business Challenge

One of the nations' largest diversified financial services organizations went through a number of acquisitions that doubled the size of its clientele. The dramatic influx of customers created a proliferation of repositories with different index approaches. To support this growth, our client invested in a new loan origination system, which also meant they also needed a new content management system.

Solution

In collaboration with IBM, our teams created an overall implementation roadmap to guide the client into its new technologies and strategies. We also implemented and extended IBM P8 and IBM Content Navigator. These software solutions gave our client a single view of its customers across all repositories. Three thousand users utilize this solution. Since implementation, sales improved by 17%.

