

Making **financial services** future-ready through application modernization

Transforming a global federal credit union with Salesforce



The US-based client is one of the largest federal credit unions and a pioneer in financial services like loans and mortgages. They have a portfolio of award-winning credit cards and offer innovative solutions to their members worldwide. The client bagged over a million members and assets worth billions under its capability with its unique mission and vision. It partnered with HCLTech to move from legacy applications to a modern, efficient system complementing its services using Salesforce.



The Objective:

The client was seeking solutions to address the 'Achilles Heel' of digital transformation or the presence of legacy applications that were slowing down the transformation journey for the company and were unable to adapt to the rising business needs which includes better customer experience, and better ROI.

The Challenge:

Our client wanted to overcome the following challenges:

Develop dynamic business functionality with the Out-of-the-Box (OOB) platform offering to achieve faster ROI

Bring an omnichannel solution hosted on Cloud to support complex integration with downstream applications

Enhance mobile-first user experience with intuitive, clean standard interfaces

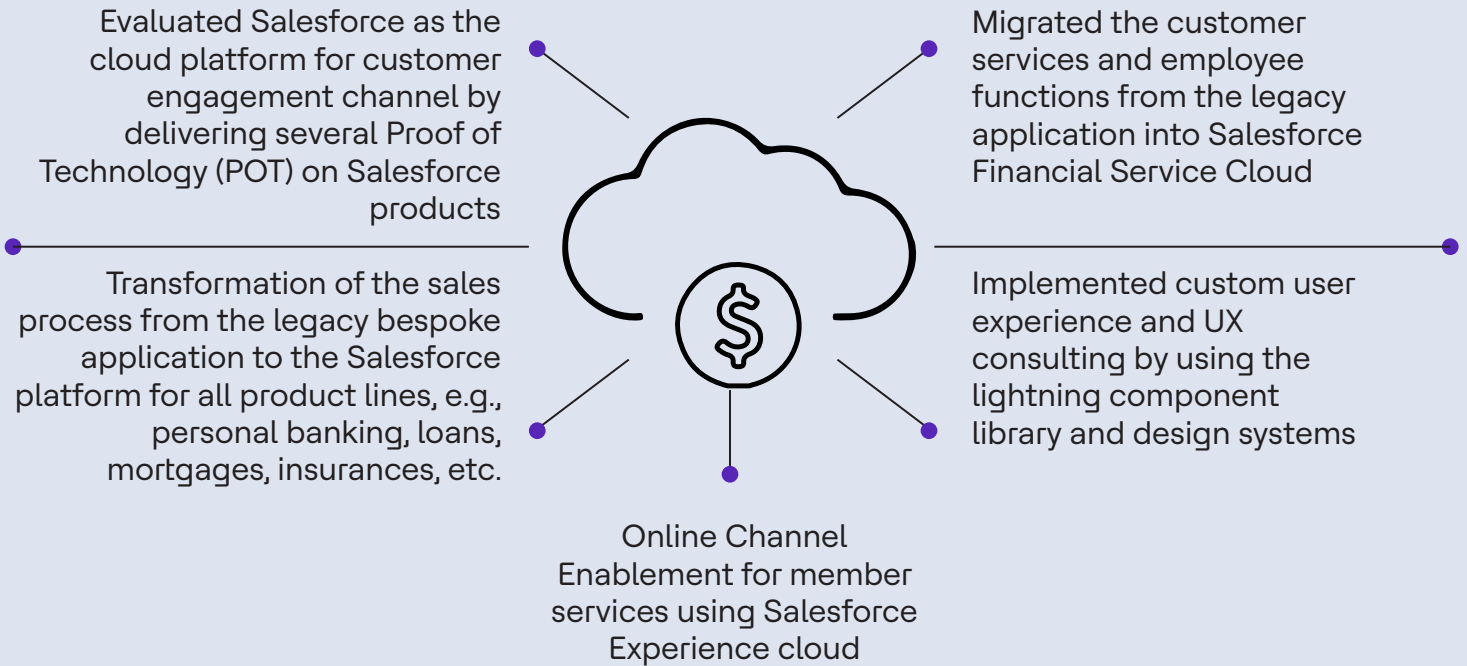
Develop the ability to monetize the final solution to other credit unions



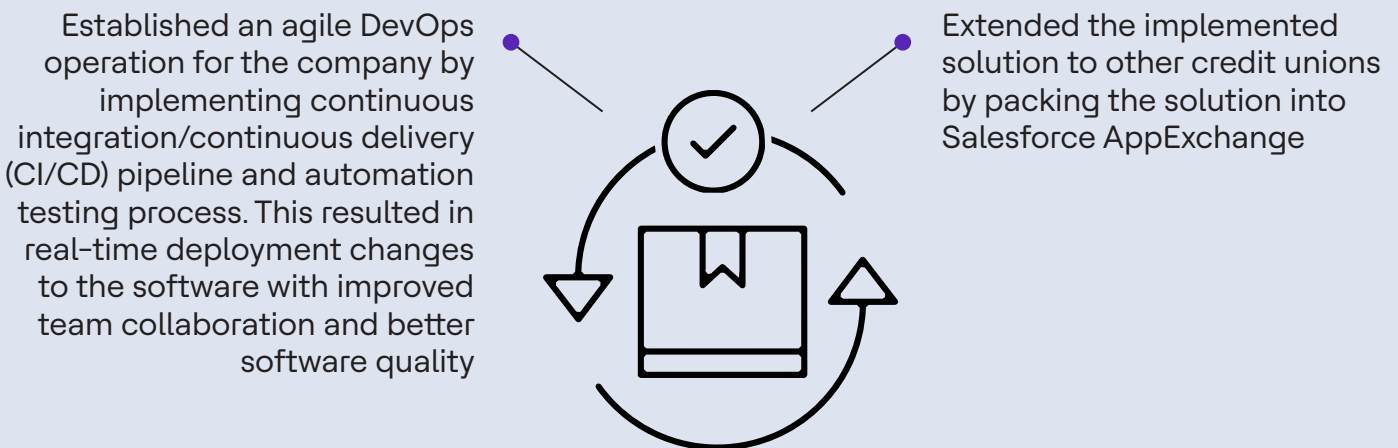
The Solution:

The transformation journey mainly focused on the migration from the old legacy systems to new, modern applications that supported the objectives, further improving the strategic mindset of the company. Here are the key highlights of the transformation journey:

Financial Services Cloud



Continuous Integration / Continuous Delivery (CI/CD)



The Impact:

With the support of HCLTech, the customer could move away from legacy systems towards application modernization, further strengthening the company's strategic and growth agenda.

