App modernisation
fuels 30% growth

30%

annual growth trajectory

10x larger

bank profile attracted by a new demo

2x productivity

gain from improved software delivery perfomance

Client
QuieTrack

Industry
Information technology, Insurance

Platform
AWS Cloud

Services
Application Modernisation,
Application Refactoring

Country
United States;
Santa Rosa, California

Investing in modernising that pays off

QuieTrack is an independent software vendor (ISV) specialising in insurance tracking for lenders. Recognising that its legacy application was reaching the limits of serviceability, QuieTrack knew that an investment in modernisation was imminent to retain existing relationships and grow its customer base. SoftwareOne brought an experienced global team of developers and an agile delivery model to adopt a newer cloud-based technology stack, delivering gains in efficiency, loyalty, and revenue.

software**One**

QUIETRACK
Insurance Tracking Tranquility
EST. 1971

The challenge

"

The time that SoftwareOne invested in up-front planning before we even signed anything made us really comfortable that they were the right software development partner.

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Boots Del Biaggio,
President,
QuieTrack

Outdated application limits visibility and growth

QuieTrack is a pioneer in proprietary technology to facilitate insurance tracking for lenders. As an ISV, QuieTrack has built a thriving technology-driven business throughout California and surrounding areas by streamlining insurance tracking to mitigate risks and simplify the borrowing experience. To support growth and enhance the customer experience, leadership recognised the need to modernise the application on the Amazon Web Services (AWS) cloud platform that was foundational to the company's success. A shrinking talent pool with skills to maintain the legacy application created an additional sense of urgency to move to a modern technology stack.

Without modernisation, pushing the old system beyond its limitations would risk instability to its customer base and limit growth potential. "All of our revenue is going through our software, so it's a very critical piece for our business. It is *the* critical piece," explained QuieTrack President Boots Del Biaggio. A cloud-native approach would better enable QuieTrack to scale to customer demand.

QuieTrack needed to:

- Expand functionality to handle customisations, such as regulatory requirements that vary by locale and tracking varying bank rules through automation

- Improve end-user performance, reliability, and access to more systems

- Adopt a newer technology stack, supported and in use in the current market

QuieTrack engaged SoftwareOne as a technology partner with a proven methodology for modernisation, market-leading tools, and a global talent pool to realie the company's vision.

The solution

SoftwareOne delivers a boutique level of customer service with the resources of a large corporate company behind it. Even though we have an internal IT staff of two, we have a huge external software development and IT partner in SoftwareOne, with its 9,000 strong team.

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Boots Del Biaggio,
President,
QuieTrack

The sprint to a modern solution

SoftwareOne began with advisory services to align the vision and technology, followed by knowledge transfer from existing support teams. For QuieTrack to realise the full benefit of the AWS hyperscaler cloud platform, SoftwareOne would need to rewrite the code to make it cloud-native. Without modernising, the application would suffer from the same legacy inefficiencies in the cloud as in the data centre.

SoftwareOne's Microsoft .NET and Microsoft stack expertise would be invaluable in these efforts. Microsoft .NET is a software framework that provides an open-source developer platform for building and running applications. SoftwareOne developers used an expanded version of the Well-Architected Hyperscaler Framework.

Following an agile delivery methodology, SoftwareOne's team worked in two-week sprints to optimise and transform the QuieTrack Comet and RighTrack applications. These proprietary applications provide lenders with real-time information on the status of any loan in their portfolio – from simple single collateral auto loans to complex commercial commitment debt facilities – thus lowering their insurance tracking expenses while keeping data secure and protecting uninsured collateral risk.

SoftwareOne refactored functionality from the legacy Comet technology to a more modern .NET technology. Business functionality largely stayed the same to ensure that the refactoring effort could be completed as the highest priority. A key milestone included retiring Comet in order to allocate all resources to the RighTrack application.

By adopting SoftwareOne's continuous integration and continuous delivery model (CI/CD) to modernisation, QuieTrack benefitted from the following:

Maximising team structure – Global team members with more resources to expand the workday and near-shore team members to facilitate the collaboration time window

Developer efficiencies of shorter deployment cadence Maximising developer resources by planning, developing, testing, and validating in two-week time periods, avoiding disruptive re-estimation and re-planning efforts common to more traditional multi-month planning cycles

Proficient project oversight – Leveraging a global team while maintaining steady throughput without slowing down or negatively impacting productivity

softwareone

QuieTrack
Insurance Tracking Tranquility

The outcome

Boots Del Biaggio,
President,
QuieTrack

Productivity gains and a 30% annual growth rate

For ISV QuieTrack, software is the business model. With the new cloud-native solution, QuieTrack is now better able to scale to customer demand, improve efficiencies, and fundamentally change its go-to-market strategy.

- The new user interface, overall user experience, and superior reliability of the modern application are helping to retain existing community banks and attract new, larger regional banks to QuieTrack.

- Modernising the application has created new efficiencies internally and simplified the training of new QuieTrack employees.

- End users benefit from a faster application that is more reliable and can scale with more users without creating inconvenience or instability.

- QuieTrack can release new features and functionality twice a month; because the back-end data is synchronised throughout development, the end-user has access to the new functionality if the user interface is complete .

- Handling customer updates or requests is faster without having to hold for batch-processing at the end of an archaic, multi-month development cycle.

- With a move to Microsoft .NET, the modern architecture can sustain leadership's business growth initiatives.

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