

Application Modernization **Services**

BROCHURE



Overview

To thrive in an era of rapid change, it is pertinent for enterprises to unlock the new power of IT by focusing on business agility, innovation-led engineering and development, and continuous evolution.

NSEIT helps enterprises take the leap successfully by helping them address the challenges of agility, operational efficiency, and customer experience with our Application and Infrastructure Modernization services.

What we offer

Service pillars

Digital engineering

- ▶ App development & support
- ▶ Platform led application development
- ▶ Technology upgrades
- ▶ Legacy modernization
- ▶ Application led cloud migration
- ▶ Enterprise content management

Business transformation

- ▶ Transformation assessment
- ▶ RPA/IPA
- ▶ Business process automation
- ▶ IT Ops
- ▶ Document processing
- ▶ Decision management

Digital foundation

- ▶ APIfication
- ▶ Microservices
- ▶ Application integration services
- ▶ Event stream processing
- ▶ Devsecops adoption
- ▶ Agile transformation

Experience transformation

- ▶ Omni-channel experience
- ▶ Hyper personalization
- ▶ DXP/Low code no code
- ▶ UI modernization
- ▶ Chat bots & conversational AI
- ▶ UI less interface (voice)



Customer onboarding | e-kYC
messaging & payment integration

Service **framework**



New development, functional/feature enhancements

Implementation Services to develop or enhance or increase the capability of applications, to match the existing needs of the business/application users

Release management services

Planning, scheduling, testing and deploying new software to support the evolving needs of the business

Regulatory and compliance services

Ensuring that the applications/software are compliant with the latest regulatory and compliance requirements of the industry

Application integration services

Ensuring the re-use of existing application portfolio effectively by connecting them & accelerating digital transformation

WATERFALL | AGILE/DEVOPS | CI/CD | USE CASES/STORY POINTS

**People digital engineering resources | Agile/DevOps resources
Full stack resources | QA resources**

AGILE PRACTICES	Collaboration & Autonomy	Orientation to best practices	Visualize work feedback amplification	Value driven incremental delivery	Continuous feedback
------------------------	--------------------------	-------------------------------	---------------------------------------	-----------------------------------	---------------------

MODERN ENGINEERING	Emergent & evolutionary design	Loosely coupled architecture	Micro services & container	Hybrid cloud
---------------------------	--------------------------------	------------------------------	----------------------------	--------------

PEOPLE ENABLEMENT	Cross functional agile team/PODs	T-Shaped skills	Domain consultants	HR and support	Innovation focus
--------------------------	----------------------------------	-----------------	--------------------	----------------	------------------

DEVOPS PLATFORMS	Continuous planning	Continuous integration	Continuous quality	Continuous deployment	Continuous monitoring
-------------------------	---------------------	------------------------	--------------------	-----------------------	-----------------------

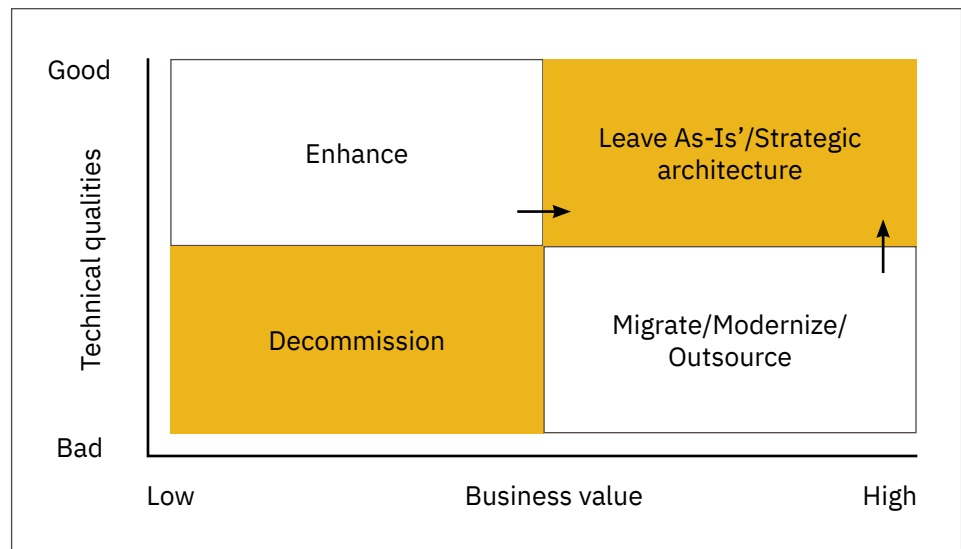
Portfolio analysis

NSEIT has experience in carrying out Portfolio Analysis with the focus of aligning IT infrastructure with the business objectives. The assessment would group the existing applications into the ones which would require as-is maintenance, enhancement, transformation, or retirement.

The parameters based on which the applications will be grouped are:

- Technical qualities:** This is to identify and analyze all the technical qualities of the asset which includes Technology, Users and Usage, Interdependencies, Support processes, and cost.
- Business value:** This is to measure the value of the asset; it is providing to the business, the basic parameters are Business Value, Business Criticality, and Redundancy.

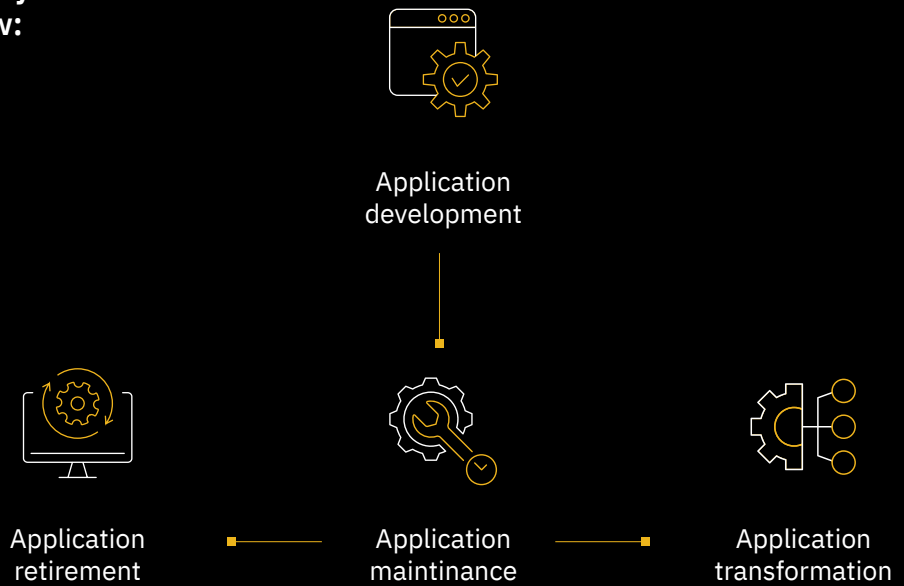
Based on the parameters and their weighted scores, the assets are grouped under the following quadrants:



Quadrant	Description
Decommission	All the assets which have low business value and low technical qualities positioned into this quadrant, which are the right candidates to be eliminated/retired or decommissioned.
Migrate/Modernize/Outsource	The assets which are critical and high value to the business, but very low on other qualities are the best candidates to migrate/modernize. If the maintenance costs are too high, then they can be considered for outsourcing.
Enhance	The qualities of the asset are good, but have lot of functional gaps, these assets can then be enhanced to meet those functional requirements and be positioned as a high value and high critical asset.
Leave 'As-Is'/Strategic architecture	All the assets which are high value and having good technical qualities are positioned in this quadrant and left "as-is". This quadrant can be considered as strategic architecture, where the complete asset portfolio should be compliant with it.

Delivery **capabilities**

NSEIT has the capability to support clients across the whole lifecycle of applications as shown below:



Application **development**

NSEIT has experience in developing a wide variety of large and complex applications for its customers across domains and technologies. Based upon client's schedule and roadmaps, NSEIT uses the following application development methodologies to serve its customers:

- 1 Waterfall model**
This model is used when the requirements can be frozen during the requirements gathering phase of the project with consensus from SMEs. This model is best suited for planned and time-based releases.
- 2 Incremental model**
This model is used when most of the requirements are known upfront. Development is then performed in increments with each increment fine tuning and fine graining the requirements. Vanguard and Agile are examples of this model.
- 3 Iterative model**
Iterative model is used in situations where it is not possible to define complete requirements for the entire system right in the beginning of the project. The project is conducted in iterations with new requirements being a part of development during each iteration.
- 4 Agile**
Agile model is used when the product vision or features are not well defined. Agile allows product owners to adjust requirements and priorities along the way to take advantage of opportunities and deliver a better product to all of the project stakeholders.

Application **maintenance and enhancements**



Over the years, NSEIT has leveraged its extensive experience in delivering application management solutions and honed our approach to enable optimum efficiency of operations and maximize return on investment to our clients. This approach has a dual focus on Reducing Operating Costs and Improving Business Alignment of the application portfolios.

The operating cost reduction is achieved through a maintenance methodology which brings in best practices such as six sigma-based process improvements, due diligence-based planning, complexity-based estimation, and multi-location KT. Maximum benefits are accrued to the customer only when the business alignment of the application portfolio is streamlined over a period.

Application **portfolio transformation**

NSEIT provides for a structured framework for Enterprise-wide portfolio transformation & retirement focused on the following key characteristics:

- ▶ Supports both Business and Technology Driven Transformation
- ▶ Participative in nature with the Executive Sponsors driving the Transformation/Retirement via their goals, objectives, and requirements
- ▶ Executive Sponsors Driven – the methodology initially conducts an identification of Executive Sponsors goals, objectives and maps them into the methodology
- ▶ Phased approach supporting quick wins
- ▶ Process based – the methodology is time-boxed and has clearly defined input and output parameters for each sub-phase. This enables a transparent and methodical approach to rationalization instead of an empirical method
- ▶ Aligned with industry best practices resources (like benchmarks or technology trends)
- ▶ Uses of appropriate tools to accelerated identifying the opportunities, their prioritization and planning



Application **retirement**

The enterprise-wide portfolio analysis, rationalization & retirement is done by:



The enterprise-wide portfolio analysis, rationalization & retirement is done by:

- ▼ Assessing the portfolio in relation with executive sponsors' goals and objectives and other assessment parameters provided by our methodology that leverage the best practices parameters and the current status of the portfolio
- ▼ Grouping the assessment parameters in key assessment groups leveraged by our methodology best practices

Example of such assessment parameters are:

- ▼ Strategic positioning
 - Business value
 - Business criticality
- ▼ Redundancy
- ▼ Users and usage
- ▼ Technology and architectural alignment
- ▼ Business support processes
- ▼ Cost
- ▼ Life cycle

Why **NSEIT**

1. CX driven development

- ▼ Human centred design approach – Leverage design thinking to craft user experience
- ▼ Omni-channel application – Multiple channel support for response & interaction, easy interface for customers during transactions & various other functions like Search etc.
- ▼ Intelligent Virtual Agents – IVR/Chat bots for enhanced customer experience

2. Technical excellence

- ▼ Adherence to modern architecture principles having responsive UI, modular micro services which is containerized & Cloud ready
- ▼ Leverage the latest technology stack for solution modernization, along with additional modules for Ticketing & Chatbot
- ▼ User journey flows needs to simplify for ease of use to increase adoption
- ▼ Process automation & RPA for streamlining backoffice operations

3. Functional excellence

- ▼ Design thinking approach to foster customer engagements
- ▼ Leverage conventional AI and chatbots to increase customer touchpoints

4. Operational excellence

- ▼ Containerized & cloud-ready application
- ▼ Scalability – horizontally & vertically scalable design
- ▼ Modularity – Functional modules will be implemented as independent microservices
- ▼ Resilience – Data persistence at an independent component level
- ▼ DevSecOps – Continuous Testing (CT) integral to CI/CD Pipeline

5. Strategic partner for digital transformation to one of the world's leading exchanges

6. Practitioner's experience in legacy systems, new-age containerization and micro-service-based transformations
7. Deep domain expertise to align technology modernization programs with business objectives
8. Domain & technology expertise
9. Scalable & extendible solutions
10. Industry benchmarking & best practices
11. One stop shop for E2E solution development & support
12. CoE for continuous Innovations

Value delivered



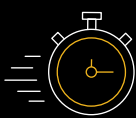
Improve end user experience



Modernize & harmonize technology



Spend reduction by modernization



More velocity



Reduce business risk



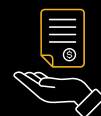
Low code no code



Build new capability



Increase capital efficiency



Lower cost of ownership

Success **stories**

NSEIT has experience in addressing the Digital Transformation requirements on Experience Enhancement, Application Modernization & Business Automation, few of these examples are given below:



Channel portal for one of the largest **general insurance company**

NSEIT developed and delivered a microservices-based Channel Portal that provided a rich and consistent digital experience for the client that wanted to transform and redevelop their obsolete insurance agent portal. The client wanted the new portal to be flexible, scalable, and extensible to support all its product lines and key business

functions including new business, endorsement, renewal, claim, servicing, etc. for agents, partners, and customers. The new portal helped the client to enhance productivity with full visibility into daily operations, optimized service performance, boosted efficiency, and heightened customer satisfaction.

Digitization of policy issuance & sales management for a **leading general insurance company**

NSIET experts helped India's leading general insurance company to reengineer its agent sales portal to extend and implement self-service portal functionality across various insurance product lines. We enabled dashboard views to monitor performance across insurance products with real-time application

status. We also built an end-to-end digitalization approach with a responsive UI design, dashboard, customizable workflow implementation, and platform integrations that generated quotes in less than three seconds thereby enabling end-to-end policy issuance in less than 3 mins.

Derivatives trading platform & matching engine for one of the **leading exchange**

NSEIT helped a leading exchange in building a trading platform that is swift, compliant with regulatory requirements and meets market demands. The platform includes complex and advanced feature

implementations such as audit trails, real-time broadcasting, continuous matching, real-time monitoring, control terminal, and much more.

Contract generation system for one of the **leading exchange**

We helped our client build a critical Back Office Module - a contract generation system - responsible for the creation of Derivatives instruments including functionalities such as web interface design, process reversal and re-run system, interactive dashboards,

audit trails, chatbot, etc. Through this system, we helped our client move to the next-gen tech stack, enabled faster computation and file generation, reduced wait time, automated execution of processes via batches, and reduced dependency on other systems.

Domain consulting for **international stock exchange**

NSEIT team of experts helped the client to set up a capital market ecosystem to attract global investors and foreign capital. We provided expertise and support across functionalities such as market intelligence, research and study, vendor evaluation

report, technology, and performance evaluation report, planning and application implementation advisory, infrastructure setup, support management advisory, regulatory compliance, and go-live advisory.

Streamlining & automating insurance claims processes & vendor invoice processing for a **leading life insurance company**

We developed and delivered a solution for our client to attain quick turnaround on post office hour claim requests & vendor invoice payment clearance, standardize the quality of service, tackle the source of truth challenges, and ensure accurate verification of applicable rules, and efficiently address the high volume of documents and invoices. We used Cognitive Bots for docket and scan management,

claim processing, reading vendor invoices, invoice processing, and automation bots for repudiation letter generation, investigator report & portal status update, discrepancy email generation, final comparison of payment t&c, and report generation. This solution helped the client to significantly increase its CSAT score, achieve 100% TAT adherence, and significantly reduce resource costs and errors.

Modernizing policy servicing for enhancing customer satisfaction for a **leading life insurance company**

We helped a leading insurer delight its customers by creating cognitive bots for reading policy servicing emails and automation bots for opening service requests in CRM, accessing multiple applications to take necessary actions, updating service requests, and sending emails to clients. This helped the client

in significantly reducing the response time to client queries, increased the client satisfaction ratio, ensured 100% TAT adherence, enabled end-to-end automation of client policy servicing requests, and delivered better rule-based prioritization.

Quality **certifications**



About **NSEIT**

NSEIT Limited is a digital native technology company that engineers world-class solutions to help our global customers accelerate their digital transformation journeys. Our key service pillars are Application Modernization, Business Transformation, Data Analytics, Infrastructure &

Cloud Services, and Cybersecurity, through which we create intuitive digital experiences and tangible business impact. For over two decades, our innate drive for excellence has made us the partner of choice for global organizations. At NSEIT, we fuel digital progress.

For more information, visit us at nseit.com

Follow us at:



© NSEIT Limited. All rights reserved.

All trademarks, logos, and brand names are the property of their respective owners. All company, product, and service names used are for identification purposes only. Use of these names, trademarks and brands does not imply endorsement.