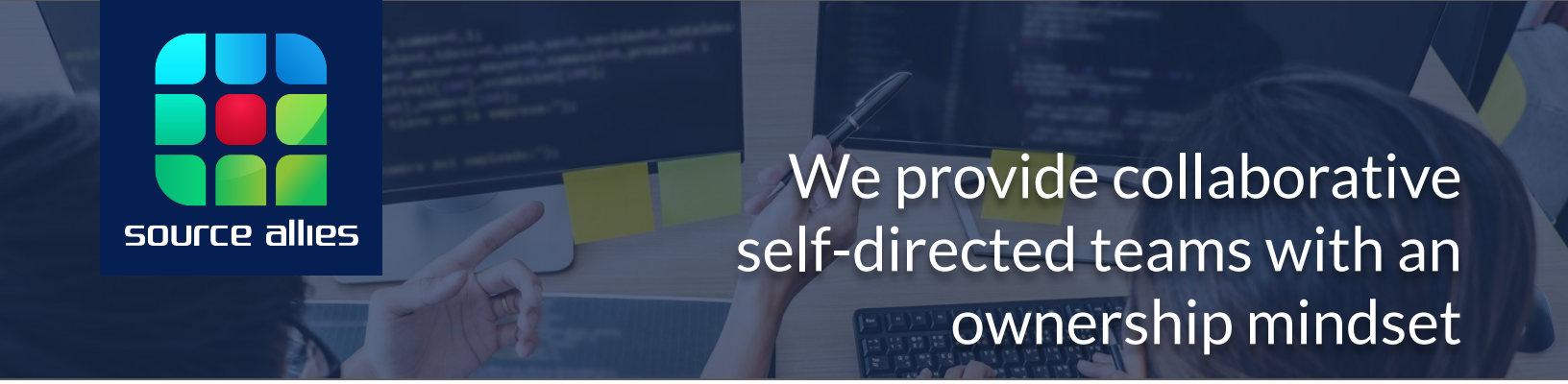

We provide collaborative self-directed teams with an ownership mindset

SUMMARY

Our Fortune 500 financial services partner was printing and mailing all policies to agents. The agents needed to coordinate signatures of multiple parties and then physically mail them back to the company before the policy could be activated.

SOLUTION

• **Discovery:** Stakeholder meetings and code analysis (for printed policies) uncovered that eDelivering an in force policy required integrating processes across multiple legacy and external systems.

• **Services:** After researching several eSignature products, our team used Test Driven Development to build several RESTful micro-services to perform the work. These services interact with existing partner systems and Adobe Sign in order to automatically produce a digital policy and obtain required signatures in the sequence required.

• **Re-use:** Services were designed with a focused and defined purpose to make them extensible and available for other processes. By taking this approach and using agile methodologies, we were able to pivot and adapt to changing partner requirements.

• **Delivery:** CI/CD methodologies were introduced by our team into our deployment process allowing faster and safer deployments with zero production downtime. Data loss was prevented by utilizing messaging queues to interact between services. The queues also enabled quicker recovery from failures.

• **Observability:** In order to streamline and simplify troubleshooting, the ELK stack (new to our partner) was used to gain complete observability into service activity.

• **Tech Stack:** Adobe Experience Manager, Adobe Sign, Angular, Java, Spring, Jenkins, WebSphere Liberty, Apigee, Swagger, Webhooks, JMS, IBM MQ, and ELK Stack

RESULTS

94%
Adoption rate a year after full roll-out of eDelivery platform

8 days
Decreased issue to delivery time from an average of 22 to 8 days

Up time
Queues increase resilience and service observability to increase uptime

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