Case Study

NewRedo

Compliance Platform Software Adoption and Management

/ Product Partnerships

Product Partnerships (PPL) provides tailored regulatory compliance solutions for firms involved in consumer credit. Combining the scale to support corporate clients with the agility to offer personalised service, PPL helps organisations maintain robust FCA compliance and deliver good outcomes for consumers. Whether acting as Principal for Appointed Representatives or supporting firms that are directly authorised by the FCA, Product Partnerships provides ongoing risk and compliance oversight, removes the administrative burden of regulation, and helps businesses stay confidently FCA-compliant.

> " NewRedo stepped in at short notice to act quickly and diligently when our existing supplier could no longer support us "
>
> Phillip Garlic - CEO

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Project Introduction

Successfully assisted in adopting a legacy system after a previous supplier ceased operations. Challenged with short time scales, poor documentation and ongoing quality issues that hindered business operations. The solution involved a needs assessment, ensured data migration and validation and change management. This resulted in uninterrupted operations, enhanced efficiency, cost savings, scalability and flexibility, and improved user satisfaction. Demonstrating expertise in managing complex IT challenges and delivering tailored solutions for seamless system transitions.

Project Challenge

The sudden loss of their previous supplier left Product Partnerships without access to critical system support, jeopardising their day-to-day operations. Making a switch to a new supplier seamlessly was vital for business continuity and keep the business on track with its short and long term goals. NewRedo faced software adoption challenges with limited access to knowledge transfer, understanding of a legacy codebase, identifying and addressing fixes, executing a seamless migration and achieving quality assurance. There was also concern around adapting to new business requirements, managing timelines and stakeholder expectations plus providing ongoing support and maintenance while the software adoption of the multiple bespoke cloud applications took place.

Project Solution

Our team thoroughly assessed Product Partnerships situation and conducted an in-depth analysis of their existing systems and infrastructure. Engaging with the previous supplier was only possible in a very limited way due to circumstances therefore it was important to move fast and act decisively. Our team quickly devised a comprehensive system and data migration strategy, extracting and transferring critical data from the legacy infrastructure to the new cloud platform and creating a new deployment pipeline for each part of the complex compliance platform. A rigorous testing and validation plan was implemented to guarantee data accuracy and integrity. Working closely with Product Partnerships stakeholders, we worked to fix bugs and stabilise quality issues that had accumulated over the run up to the incident and began some overdue

customisation to the new system to align with the unique needs of Product Partnerships business. We ensured seamless integration with their existing IT landscape including management information tools, database applications and workflow processes. Recognising the importance of user adoption, we provided support and training to familiarise Product Partnerships employees with the new system setup. We also developed change management strategies to minimise disruption and facilitate a smooth transition.

Customer Value Proposition

The successful implementation of the new cloud infrastructure ensured uninterrupted business operations for Product Partnerships, mitigating the risks associated with the discontinued supplier. The new system offered fixes to long standing bugs as well as a general quality uplift, improved features and streamlined deployment processes, resulting in increased operational efficiency and productivity. By transitioning to the cloud infrastructure Product Partnerships eliminated costly fixed maintenance contracts associated with the old platform. The new cloud based infrastructure provided Product Partnerships with a scalable and flexible platform, accommodating future growth and adapting to evolving business needs. Through effective training and change management, we minimised disruption and empowered Product Partnership's employees to embrace the new system, leading to increased satisfaction and productivity. By partnering with NewRedo to navigate the software adoption process, Product Partnerships successfully navigated the challenge of a discontinued supplier and smoothly transitioned to a new, robust solution. Our comprehensive approach, including system evaluation, vendor selection, customisation, data migration, and change management, ensured a seamless adoption process.

Project Skills

Managed Services, APIs, Amazon AWS, Change Management, Cloud Infrastructure, Javascript, Project Management, Stakeholder Management, Test Management, Agile Delivery Management, DevOps, PHP, Product Management, Business Intelligence, Legacy Systems, Business Analysis, Data Migration, CMS, Postgres, Jira, Terraform, Ansible