

# Tech transformation of a leading HCM PLATFORM that supports over 300 payroll firms across USA



## About the CLIENT



A market leader in licensing cloud-based payroll benefits and HR technology.



Products and services include payroll & tax, time & attendance, benefits enrollment, ACA, human resources, mobile apps, reports & analytics, employee onboarding, applicant tracking, and other business management tools.

## Business NEEDS



- Transform the **outdated technology** and UI for improved customer experience
- Improve **low app performance** that leads to customer dissatisfaction
- Reduce the high **processing costs** incurred due to third-party sourcing
- Simplify **critical workflows** that lead to low accessibility

## Tools & Technology

- Accomplished tech transformation of the existing mobile application from legacy stack to React Native
- Delivered brand new UI with old features intact while providing greater UI optimization and improved customer experience
- Developed key solution for tax filing with the IRS, completely removing dependency on third-party companies
- Did a complete overhaul of employee application by developing an engaging and highly accessible UI

## SOLUTIONS



### People & Processes

- Designed and developed the architecture, technical and functional solution, and use cases
- Architected, developed, and integrated functional and non-functional tests in CI pipeline for Continuous Testing
- Implemented mature product management practices and ALM practices implementation

## Business IMPACT



**125000+ users** are now filling 1095C directly from the platform



**100% cost savings** in tax filing processes due to no dependency on third-party companies



**Always available** and highly configurable



Transformed HCM platform now supports **300+ clients across the USA**



**Increased conversions** as SBOs are using new CX for selling



High on **performance, scalability, stability, and recoverability**

## TECHNOLOGY Stack



Languages and Frameworks



Tools



Cloud Platform and Services



Databases

## Cybage Hi-Tech



Automotive Retail



Customer Experience & Market Research



Digital Security



Enterprise Workflow Solutions & Rules Engine



Software Tools & Platforms



Social & Collaboration Platforms



Human Resource Management Systems

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