



Accelerating replacement of outdated mission-critical system



“
It has and continues to be a great and valuable partnership for our company. Working with the dev team is almost as if we are working with an extension of our own organization. Excited to see the future things we build out together.” — Senior Specialist

Macedon Technologies accelerates Digital Transformation by delivering sustainable, enterprise-grade applications faster and more reliably.

CHALLENGE

A toll road company had a legacy system which posed several challenges. It was built with outdated technology and would soon become unsupported by the vendor.

The system lacked support for modern web service integration protocols (SOAP, REST, etc.) and burdened staff with interfaces so dense they required lengthy training manuals. In a call center setting, with high turnover, the burden of extensive training prevented it from running at optimal efficiency.

To make matters worse, this difficult-to-understand tool was not easily configurable to meet business needs, further compounding the training burden and organizational risk as more and more workarounds were added.

Training, maintenance, and integration were imposing a high cost on front line call center employees, their managers, and on other technical teams forced to work around the legacy systems constraints. Macedon was brought on to help guide and accelerate the replacement of this mission-critical, but critically antiquated, system.

SOLUTION

Appian was an ideal replacement for the old toolset. Appian offers industry-leading integration support paired with a powerful low-code platform. It can quickly and easily be updated as business rules change, and, built by an expert team like Macedon, is extremely intuitive to users. Macedon was brought in as an industry expert to maximize ROI on the platform, bringing our depth of knowledge and skill on how to get the highest value and speed out of low-code.

Our work with the client architecture team allowed the Appian implementation to rapidly integrate with PeopleSoft, Salesforce, and Sharepoint. These changes to the overall process accelerated training for the call center by giving them a central platform to interact with that brings together all of these formerly disparate systems.

Following an agile approach, the initial release managed customers asking to return old toll transponders. After the initial rollout of that feature, the Macedon team worked with the product team and end users to refine the user interfaces to further optimize training and adoption processes.



License savings with increased efficiency



This flexibility was unheard of in the organization and set the stage for several key processes to be migrated to Appian over the course of the next year.

In addition to the savings in training, the Appian implementation centralized operations and data. This unified data-enabled management to track the performance of employees in a standardized way, seeing how much time was spent on each step in a workflow. This allowed for targeted training and helped optimize the allocation of resources.

RESULT

The return on investment was significant, saving on the cost of licensing legacy systems as well as reducing staff hours. Using Appian allowed for many processes and applications to be built using a single platform vs. licensing through several types of software. The initial rollout was so successful other business groups quickly began to build new applications using the Appian platform.

The power of a centralized platform that combines the speed and flexibility of a low code tool with best-in-class integration capacity allowed for easy expansion and simplified training across the enterprise. Appian rapidly became an enterprise-wide asset that can sustain business operations long into the future, and adapt easily to whatever the future may hold.

For more information, please contact us.

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