



At a Glance

Client

A Fortune 1000 company providing secure records management and destruction, as well as data center backup and recovery

Challenge

Upgrade legacy systems to a modernized technology stack to support the company's future growth and improve customer satisfaction

Approach

Develop the RC 2.0 customer-facing records management web and mobile application to deliver greater flexibility, speed, and customer satisfaction

Results

- Modernized IT architecture to support new customer applications and enterprise growth
- Enabled mobile management of records and requests
- Increased search speed and responsiveness
- Improved flexibility in scheduling data card changes
- Enabled remote viewing of physical items in secure vaults for the first time

Infinite Modernizes Legacy Applications to Enhance the Customer Experience and Business Value for Records Management Leader

The Challenge

Managing the secure storage, archival, and destruction of sensitive data is a must for organizations that need to protect customer information and intellectual property or comply with industry regulations. A leading U.S. records management provider recognized that its business customers were dissatisfied with the complexity and slow search times of the company's legacy Records Center (RC) system. Over 10 years old, the system was used for creating orders, searching for records, handling user access to records, and other related functions.

In addition to wanting to improve a poor customer experience, the company also wanted to improve system flexibility and ease-of-use for internal enterprise users, especially in light of the company's vision of expanding the business internationally in the next five years. The existing legacy technology stack would not support the increased volume of records and users, nor would it support the addition of new features and modules to make the search function faster and more responsive. What's more, the legacy RC system was becoming costlier to operate as the company brought in more global customers which resulted in additional volumes of records. Infinite Computer Solutions stepped up with a way to modernize the technology stack and build a new architecture for an improved RC system.

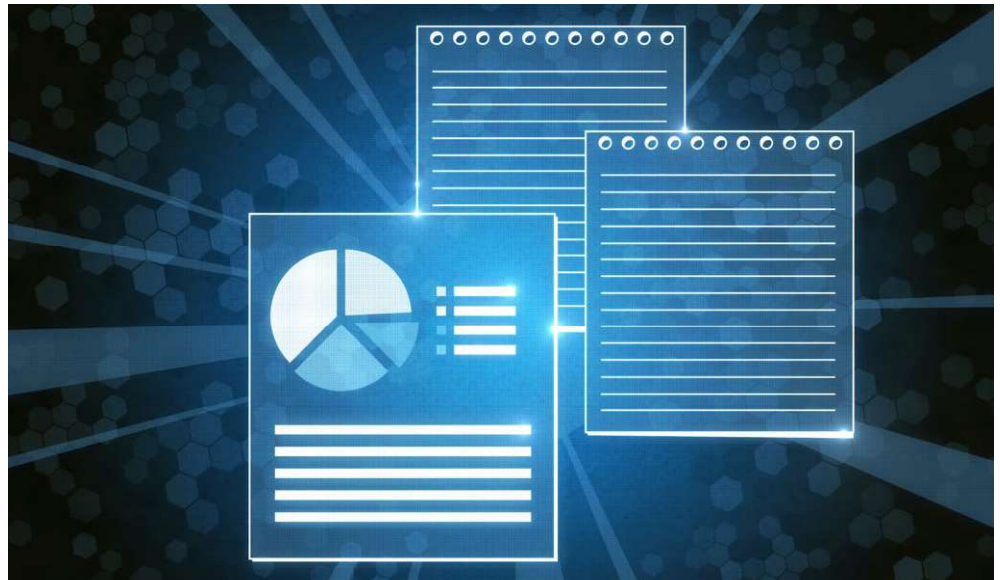
The Approach

The company engaged Infinite to deliver multiple, phased releases in 90-day increments over the course of several years. Infinite developed the RC 2.0 solution that addresses the company's three main lines of business applications – Records, Tapes, and Shredding. The RC 2.0 architecture supports a wide range of modern-day, high-end features that the previous legacy system could not. For example, Search is one of the most commonly used features, and one that can slow to a crawl if the system is overloaded with users. Therefore, Infinite implemented the Apache SOLR Lucerne search service on RC 2.0 to support massive scaling and failover, resulting in consistently faster search times.

Working with the company's IT roadmap, Infinite also met every one of the company's technology goals of improving the customer experience through a more feature-rich and responsive application:

- Upgraded the existing Oracle search engine to drive more efficient processes
- Decluttered the core system to enable improved flexibility through RESTful APIs
- Ensured timely outcomes and time-saving task allocation with an Agile-Scrum framework

- Implemented microservices-based modules with dedicated data models to provide architectural documentation previously unavailable
- Redesigned the existing reporting tool into a more reliable, user-friendly and efficient system



The new RC 2.0 developed by Infinite is one of the company’s key enterprise applications that supports the entire business. The other is the modernized enterprise application used by company employees that supports RC 2.0 and the records management side of the business. Customers now have secure access to RC 2.0 using a computer or laptop. Internal users also have the option to use a mobile tablet. To date, some of the features of the RC 2.0 customer-facing application have been released on a secure mobile platform with more to come in the future.

The Results

With Infinite’s solution for RC 2.0 and cost-effective IT modernization, the company has been able to achieve the scalable, strategic customer-facing platform they had envisioned. In particular, the scalable and high-availability search engine has greatly improved the customer experience through faster search times and delivered other benefits and capabilities including:

- Remote record management to ensure records are available online anytime and anywhere

- More visibility and efficient management of secure, reliable, and low-cost offsite records storage
- Easy, safe and accurate remote shredding service requests
- Automated records management solutions which increase efficacy, efficiency and productivity, reducing turnover time
- On-the-go records management using Infinite’s secure mobile platform enabled with powerful push notification service
- Easier scheduling of pickup or delivery of physical assets to be stored

In addition, RC 2.0 provides two additional capabilities that give customers more ease of use, flexibility, and an improved workflow for managing the storage of sensitive business data and valuable physical items:

- **Image and Card Retrieval on Demand** – In addition to digital files, the company also provides secure vaults to store physical information – paper documents, photographs, master recordings and tapes, and even historic Hollywood costumes. Until now, the owners of these items had no way to see them unless they came in person to the

storage vault. Today, the new RC 2.0 application, and the supporting modernized IT architecture, enables customers to see a picture of a physical item or retrieve a data card showing the content of a paper document.

- **Rotation Scheduling** – The RC 2.0 application simplifies the process of data card updates. Customers now have the flexibility to schedule requests to retrieve, review, and recategorize data cards or media every 60 days or at a scheduled time of their choosing. They can update and make changes to the cards and then return them to the company for secure storage. Customers can also order the secure destruction of specific data cards through the app. As a result, organizations can more efficiently manage the quality of their stored data in terms of having the most recent versions safe and secure.

Overall, the move from an aging legacy system to today’s modern architecture has positioned this secure information storage leader to move forward confidently with plans for expansion while giving customers a greatly improved data management experience with RC 2.0.

About Infinite Computer Solutions

Founded in 2001, Infinite Computer Solutions is a global digital technology solutions and services provider, headquartered in Rockville, Md. with more than 10,000 employees and half in the United States. The company provides proprietary frameworks, platforms, accelerators, and domain experts to deliver technology solutions and product engineering services for Healthcare, Banking & Finance, Telecommunications & Technology, Media & Publishing, Public Sector, Government and Consumer service industries. For more information, please visit www.infinite.com.

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