SUCCESS STATS

- ✓ **88%** automation coverage
- ✓ **2x** increase in release speed
- ✓ **100** new customers brought on to the platform with KMS partnership
- ✓ **4** legacy technologies successful updated
- ✓ **0** released defects since 2018

ABOUT IZENDA

Izenda is an application-based intelligence provider that brings critical data insights to end-users across industries. Thanks to Izenda's embedded BI solutions, businesses can natively integrate analytics into their applications while conserving development resouces and reducing time to market.

INDUSTRY LANDSCAPE & CHALLENGES

The software industry involves the design, development, and maintenance of platforms that can be either on-premise or in the Cloud.

Challenges include:

- High competition as a result of globalization
- Increasing end-user demands and time-to-market pressures
- Importance of innovation and optimal performance

CLIENT CHALLENGES

- Inefficient workflows that damaged the customer experience and resulted in costly defect leakage
- Securely handling data of 1+ million users
- No internal expertise for technology stack considerations
- No internal bandwidth to build an updated platform

KMS IMPACT

- ° KMS identified security vulnerabilities in Izenda's platform and implemented security testing to prevent fraud and data breaches. Now, Izenda can have peace of mind when handling their end user's data.

- ° After updating their legacy system with SaaS and ML (NPL), Izenda has a full range of BI functionality. Now they can draw more informed conclusions, support better decision making, and provide more relevant, real-time interactions and experiences to their end users.

- ° By implementing solutions to improve productivity, KMS reduced defect leakage and maximized cost savings.

- ° Streamlining Izenda's operations elimated wait times, increased the transparency of data management, and accelerated releases.

- ° Providing Izenda with expert insight on improving technical, process, and business decisions resulted in a seamless platform experience and increased the value offering for Izenda's end users.

CONCLUSION

With over 1 million users, data processing is vital to Izenda's customer success. KMS Technology organized and optimized this complex database to provide relevant insights for enhancing their end user's experience.

IZENDA

"Some third-party firms I have worked with in the past have felt like hired hands, but KMS takes a different approach. It is a true partnership. I felt the team was part of our organization and everyone was committed to the success of the project."

—— Dawn Russell, VP Customer Success & Development