Enacting versatility by low-code strategy adoption

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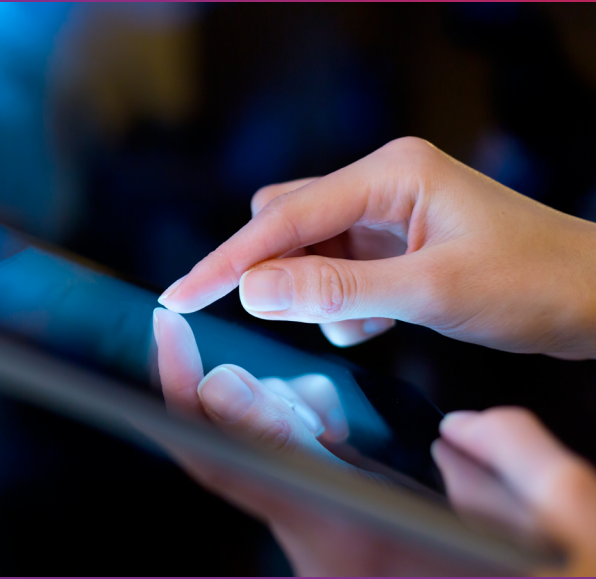
Outcome

The system has been accelerated to boost performance and provide data and real-time support to the end users.

The deployment of Outsystems has provided the client with more ownership and freedom in customising their internal system.

Company overview

The client is a leading outsourced service partner that designs, builds and operates multi-disciplinary smart security and integrated services to aid auxiliary polices in their duty.

- **Client name:** Large security service provider
- **Service:** Software
- **Technology:** OutSystems, SAP SuccessFactors, Microsoft Dynamics, Amazon AWS
- **Industry:** Smart security and integrated services

The challenge

To support the Group Human Resource function that manages thousands of employees in multiple countries, the client needed to constantly deploy new features and enhancements in its employee portal that is integrated with many back-office systems like SAP, Allegro, MS Dynamics, etc. This has led to the increase in recruitment demand. However, there are constraints on hiring local or expat resources in Singapore.

With the ever-changing nature of technology, the client had been looking for a scalable solution that can be easily managed by the business with minimum support from the IT team. A key requirement was linked to the system being able to be adapted with just drag-and-drop functionality.

The approach

We established a strategic relationship and built a strong partnership quickly.

Starting with a team of two onshore employees, we worked closely with the internal team to explore the business challenges and needs, build the requirements case, obtain domain knowledge, understand the business processes, and get close to the complexities of the system, including dependencies and interfaces.

The solution

We adopted a low-code approach to accelerate the internal system which involves collecting data from forms, performing workflow actions and saving data to the database.

We leveraged Outsystems technology to create customisable, drag and drop solutions and functions. The system also connects to SAP SuccessFactors and ties up various systems in the background such as Microsoft Dynamics to execute workflows.

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