

HEXAWARE

Driving Credit
Union Digital
Transformation with
Modern Solutions



Client

| Client

- Challenge
- Solution
- Benefits
- Summary

A Credit Union's Journey Toward Digital Banking Transformation

As the largest credit union in its state, our client sought to digitally transform their banking experience to match their growing scale and meet evolving customer needs. With an outdated 100% on-prem data center, a non-intuitive website, and no mobile app, they faced significant challenges. To lead this digital banking transformation, they needed a reliable partner with deep engineering expertise to support their small team and execute a seamless digital overhaul.



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Overcoming Barriers in Credit Union Digital Transformation

Transforming both customer and employee experiences through digital solutions is particularly challenging in highly regulated industries like banking, where change management is critical. The credit union had to not only modernize their digital offerings but also work closely with their teams to adopt best practices, launch new digital channels, and update their internal processes for development and governance.

Although technical solutions were essential, the real shift came when the client embraced a new way of thinking about banking. The challenge wasn't just technology—it was changing the organization's mindset around credit union digital transformation, ensuring that both the customer and employee experiences were improved.



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Monolith to Microservices Migration and Credit Union Mobile App Development

Hexaware delivered a comprehensive omnichannel digital banking transformation solution, migrating from a monolithic architecture to microservices, enhancing their website, and creating a brand-new credit union mobile app.

- 1. Monolith to Microservices Migration:** The client’s reliance on monolithic architecture caused high maintenance costs, scalability issues, and inefficiencies. Hexaware educated the client on microservices, helping them transition to independent, scalable services. This allowed for easier maintenance and more agility in achieving business goals.
- 2. Credit Union Mobile App Development:** Working closely with our client, Hexaware identified key features for the new credit union mobile app, including biometrics for easier login, remote mobile deposit capture, fraud detection, and integrated messaging. Hexaware also guided the app through the product release process to ensure compliance with App Store requirements and data security.

- 3. Website Enhancements:** Hexaware revamped the website to ensure design consistency with the new credit union mobile app and improved its functionality to deliver a user-friendly experience. This holistic approach helped avoid customer confusion and bolstered brand loyalty.
- 4. Integrated Technical Solution:** Hexaware supported the credit union’s on-premises data center upgrade, ensuring physical and virtual hosting could scale with increased member traffic. Comprehensive SDKs and backend systems were introduced to accelerate delivery. Atlassian services, Jenkins, and Nexus servers were implemented to improve project management, security, and continuous integration/delivery practices.



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Seamless Digital Banking Experience and Mobile App Success

The results were immediate and impactful:

- The newly launched mobile app reached #1 on the App Store.
- A significant increase in user adoption provided customers with seamless access to features they had long requested.
- The credit union unlocked new revenue streams, positioning itself for growth and increased customer loyalty in a competitive market.
- The modernized digital banking experience empowered customers to self-service, reducing operational burdens while enhancing the customer experience.



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A Modernized, Scalable Digital Banking Ecosystem for Future Growth

Hexaware helped our client achieve a successful digital transformation, moving from an outdated on-premises infrastructure to a modern, scalable digital ecosystem. By transitioning from a monolithic to microservices architecture, launching a user-friendly mobile app, and enhancing the website, this credit union digital transformation significantly improved both the customer and employee experience. The mobile app’s success, reaching #1 on the App Store, drove increased user adoption and unlocked new revenue streams. This comprehensive transformation positioned the credit union for long-term growth while providing customers with an exceptional, self-service digital banking experience.



About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.

Learn more about Hexaware at <https://www.hexaware.com>.

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