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Eliminating Vendor Lock-In with Cloud-Native Application Modernization

A leading secondary mortgage company cut Year 1 costs by 50% and eliminated $1.2M in annual licensing through cloud-native application modernization, rewriting a Tier-0 application as a microservices architecture with projected savings above $10M over 5 years.

Case study

Client

A leading secondary mortgage company

Our client is a leading secondary mortgage company operating in the United States. The organization manages high-volume, mission-critical loan operations that demand accuracy, compliance, and reliability at scale.
To stay competitive, it set a clear enterprise direction: eliminate vendor lock-in and modernize toward a cloud-native architecture, guided by a broader microservices modernization strategy.

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Challenge

A costly, high-risk platform that clashed with the enterprise cloud-native strategy

The organization ran a mission-critical, Tier-0, external-facing application for Post Fund Loan Data Correction on Appian. The platform had served its purpose, but over time it became a strategic liability across several dimensions:

- **Compliance risk:** The Tier-0 SLA required 30-day remediation for vulnerabilities. Appian's quarterly release cycle could not meet that window, which created ongoing compliance exposure.
- **Licensing cost:** Platform licensing reached $1.2M annually, at $100K per month, on top of $3M in specialized Appian developer costs.
- **Vendor lock-in:** The application depended on 4 dedicated Appian experts, and 22 environments required specialized platform support and patching.
- **Strategic misalignment:** The proprietary platform pulled against the organization's cloud-native, microservices modernization strategy.

Solution

A complete rewrite on proven, cloud-native technologies aligned with enterprise strategy

Rather than continue with incremental fixes, the organization committed to a full rewrite on modern, proven technologies that matched its enterprise strategy. Hexaware delivered the rewrite as a fixed-price engagement in 30 weeks, with full onsite delivery that ensured close collaboration and thorough knowledge transfer. This low-code platform migration to an open-source, cloud-native stack gave the organization full ownership of its technology roadmap.

- **Frontend:** Angular micro-frontend architecture for a modular, scalable UI.
- **Backend:** Java with Spring Boot and Spring JPA for business logic and data access.
- **Infrastructure:** AWS EKS (Kubernetes) with compute-optimized c6g.16xlarge instances across Production, UAT, SIT, and Development.
- **Database:** Migration from DB2/UDB on a VM to a cloud-native relational database.

Benefits

Immediate savings, stronger compliance, and an architecture built for growth

The rewrite delivered a 50% Year 1 cost reduction, projected cumulative savings above $10M over 5 years, and eliminated $1.2M in annual licensing. For enterprises exploring cloud cost reduction strategies, this engagement shows how a full rewrite can reduce licensing costs while strengthening compliance and scalability.

Operational efficiency:

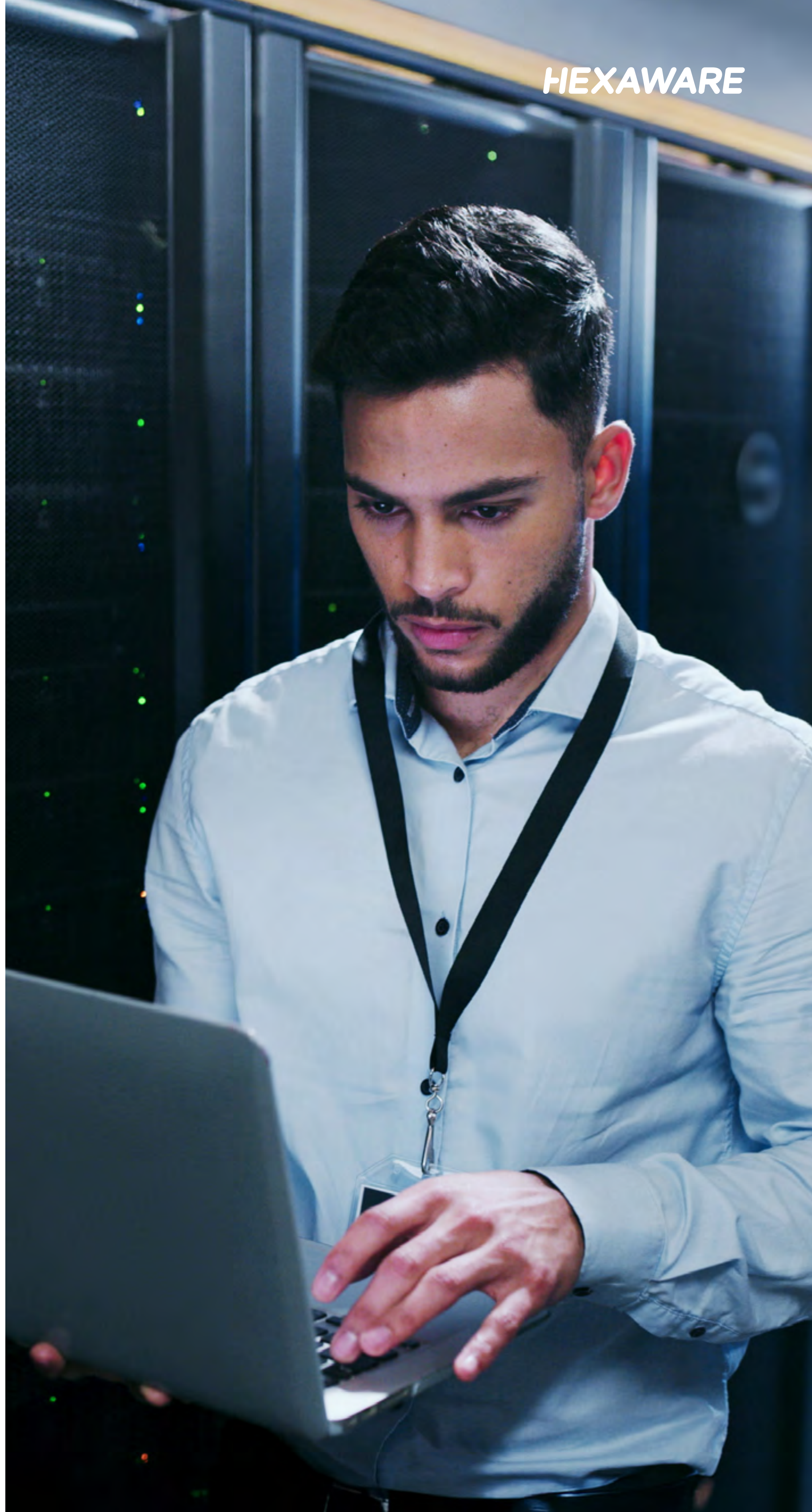
- AWS compute costs of roughly $250K annually replaced platform licensing.
- 10 microservices now run across 2 regions and 4 environments.
- The application portfolio is far simpler, down from 77 SAIL UI objects, 170 CDTs, and 72 process workflows to streamlined, maintainable code.
- Independent vulnerability patching keeps the application compliance-ready and aligned to the 30-day SLA.

Strategic benefits:

- An open-source stack (Java, Spring, Angular, Kubernetes) removed vendor lock-in.
- The technology now aligns with the enterprise cloud-native modernization strategy.
- Specialized talent moved off platform-specific work, and developers now focus on market-facing innovation.
- A scalable architecture stands ready for future growth and new features.

Technical transformation at a glance

Component	Appian	Cloud-native
UI components	77 SAIL objects	Angular (micro-frontend)
Data model	170 CDTs	Spring JPA
Workflows	72 processes	DB-driven WK service
Database	DB2/UDB on VM	Cloud-native RDS



Summary

Proof that cloud-native modernization delivers measurable value over proprietary platforms

What began as a technology simplification effort became a strategic win: a modernized application, no vendor lock-in, and a savings trajectory above $10M. The new architecture is compliance-ready, free of vendor-driven SLA conflicts, and fully aligned with the enterprise cloud-native direction. Freed from platform-specific maintenance, skilled developers now spend their time on core product innovation.

For organizations weighing whether to stay on a proprietary platform or invest in cloud-native transformation, this case study offers clear proof that application modernization delivers measurable business value alongside technical strength.

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Have questions or want to learn more?
Write to us at marketing@hexaware.com

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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