

Transformation of Legacy Mainframe Application to SAP Case Study

Client:

Federal Government Department

Time Frame:

June 2015 - December 2016

Area of Expertise:

Digital transformation – legacy modernisation

Responsible for:

End-to-end solution for SAP implementation

Challenge

The Federal Government Department was looking to improve their customer relationship management by upgrading their compensation system to a more modern SAP platform. In doing so, this would result in a better workflow management, a rich and responsive user interface and improve the overall system performance.

With major flaws in the current system, some customers were able to 'double dip', by claiming from both the insurance company and through Medicare. Therefore, it was of significant importance that the new system did not allow this to occur.

Approach

The team at Chrysalis undertook various business requirement workshops in order to obtain a better understanding of the current system and how it would influence the transition to the new platform. By coordinating with the development team, we were able to assist with the delivery of the system and ensure the seamless integration to the SAP platform.

Our consultants designed and created the business process for the work management system and aided in its integration within the existing service. Additionally, we were extensively involved in determining both the potential performance versus the actual performance of resources and were able to identify workflow, report, interface, conversion and enhancement elements.

Outcomes and Benefits

In undertaking this digital transformation, Chrysalis was able to create a responsive and user-centric interface allowing for an overall better customer experience. The new system not only eradicated the major issue relating to 'double dipping', it also saw a substantial reduction in follow-up calls, thus reducing overall operational costs. Additionally, the implementation of the SAP system minimised the need for manual intervention, leading to reduced human errors and time taken to process a compensation case.

About Chrysalis Software Solutions

Chrysalis is a digital transformation company, we support businesses in enhancing both their operations and customer experiences to encourage growth and development within the digital realm. We guide organisations in understanding relevant trends and benchmark their digital capabilities against best practices and competitors. Our consultants at Chrysalis are true hands-on strategists who delve into data, analyse objectives and reveal all opportunities.

Contact Us

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