An IT Leader's Guide to Application Modernization:

Customer stories and successes

outsystems

Organizations in every industry are prioritizing digital transformation to enhance their business agility, profitability, and competitive posture. Yet many companies' core systems are difficult to enhance or update, or they're completely outdated, which drives up the costs and risks associated with delivering mission-critical innovations.

However, there is an option that can streamline and circumvent barriers to execution: taking a managed-risk approach to modernization. This strategy allows companies to build and deploy new and updated capabilities at a lower cost, with faster time to value and lower effort than traditional methods. Depending on their needs and current technology, companies can use a best-in-class low-code development platform to extend legacy applications with new UIs or user journeys, refactor current applications to composable components, or rebuild core systems from the ground up faster than using traditional tooling or COTS applications.

Need proof? We thought you'd never ask. Read on for examples of organizations that have successfully modernized their legacy systems by extending, refactoring, or rebuilding them using a low-code development platform.

1 Extend
enterprise applications with new capabilities

Extending core systems means adding easy-to-use front ends to improve productivity, efficiency, and user experience. Companies take this approach when their core systems continue to perform but lack the flexibility to add new features and interfaces, such as mobile apps.

2 Refactor
to build a modern composable architecture

Decoupling and refactoring existing systems lets you create a modular composable architecture that provides the flexibility to innovate quickly and leverage cloud-native technologies. Refactoring makes sense when you need to drive more value from legacy systems but can't replace them easily due to the cost or risk involved.

3 Rebuild
outdated systems with low-code

When a legacy system has reached the end of its useful life, you can rebuild your core systems with low-code to meet your unique needs in months instead of years. Eliminate the technical debt that keeps you from competing effectively without the risk, cost, and complexity of traditional development or the limitations of COTS.

Van Ameyde: Improving productivity with modern applications

Global insurer Van Ameyde provides complete claims management services to over 1,000 businesses and insurance companies in more than 16 countries. But its off-the-shelf installation of SAP lacked the flexibility necessary to provide customers with the best service and transparency levels in the market. Van Ameyde needed the ability to customize the claims management process for each client, from the call center to the claims workflow, while retaining full control over each backend claim resolution and payment through SAP. What's more, the system had to be flexible enough to adapt to each customer's requirements in a matter of weeks.

That was a tall order. The new application would have to provide employees with standard processes, but with the ability to customize each client's processes and workflows, while reflecting each country's specific legal, currency, and language requirements. Van Ameyde also needed a system that would allow for easy changes in the future, supporting the company's planned growth.

Van Ameyde selected the OutSystems low-code application platform to build and deploy its European Claims Handling Optimization (ECHO) system, which now provides customized claims handling based on each customer's service level agreement and their home country's requirements. The choice was an easy one. Not only did OutSystems offer extensive integration with SAP, but it also provided robust business process management capabilities, an agile methodology, and multilingual and multi-country support. Best of all, the solution required zero customization of the SAP systems.

ECHO has exceeded Van Ameyde's expectations, generating a 30% improvement in the time to resolve a claim. The system is also highly flexible, needing only four weeks to push out new releases and just 20 days to add a new feature.

Learn more about Van Ameyde and OutSystems.

Van Ameyde

Organization: Van Ameyde

Industry: Insurance

Location: The Netherlands

Use case:
Customized claims portal

Approach:
Extend SAP and build customizations to speed claims management

Results:
- 30% reduction in time to claim resolution

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Global chemicals company: Making SAP easier

A global chemicals company relied heavily on SAP as its core business system. But a lack of mobile access, as well as the complexity of the SAP UI, meant that employee adoption was low. At factories, for example, typically just one or two people were adequately trained to use the system. With the majority of staff unable to self-serve, data often fell out of date. The data that was available was difficult and frustrating to access. They needed a way to modernize their SAP system to make the UI easier and increase adoption.

The solution that made the most sense was to create mobile apps tailored to specific roles and use cases that would streamline the UI and make data input and retrieval more intuitive. After exploring other options, the company turned to low-code development on the OutSystems platform. Members of the development team were amazed at what they could accomplish. The apps they developed provided a modern UX that gave users access not only to the SAP ERP and to Business Warehouse (BW), but also to dozens of other systems, including Tableau, Azure Services, Office 365, Salesforce.com, and the company's IoT connectivity platform. Within just three years, the company's small team of developers delivered more than 35 mobile applications touching nearly every aspect of the business, including sales, R&D, order to cash, HR, asset management, PLM, procure to pay, pricing, sourcing, product safety, IoT, and more.

Learn more about this global chemicals company and OutSystems.

Organization:
Global chemicals company

Industry: Chemicals

Use case:
Customized mobile access to supply chain applications

Approach:
Extend SAP to facilitate data entry and retrieval for employees and partners

Results:
☑ 35+ applications used by 4,000+ staff and tens of thousands of partner users, created by just two in-house developers

" *"We were amazed by what we were able to do with OutSystems. In terms of speed, flexibility, and integration, it proved the most capable platform for our needs."*

— *Mobility Manager, global chemicals company*

Green Cargo: From legacy freeze to innovation

When Ingo Paas arrived at Swedish rail company Green Cargo to take on the CIO role, the company was preparing to rip and replace its mainframe logistics system and SAP ERP, which were severely hampering digital innovation. The company was outsourcing much of its IT development, and it lacked both a strategy and the ability to innovate. Ingo suggested an alternative: leveraging the OutSystems low-code platform to bring development in-house and shift digital innovation to the cloud while still accessing data in the legacy systems.

Using OutSystems, Ingo and his team of developers refactored the company's systems, migrating each new component to Microsoft Azure. In less than a year, his sustainable innovation strategy put several significant applications into production. One was a mobile app for rail yard workers that streamlined processes such as schedule change notification, wagon pick-up, safety checks, ready reports, tag assignment, and carriage damage reporting. The app integrates with the mainframe logistics and SAP systems to provide real-time information and runs on standard smartphones. This enabled Green Cargo to retire dedicated mobile devices with outdated and unreliable software.

Other applications include a predictive maintenance app that receives real-time telemetry from sensors, as well as a customer portal to dramatically improve customer service. Meanwhile, each innovation that Green Cargo releases via its cloud platform moves the company closer to turning off its mainframe and SAP system. With a track record of successful and fast app delivery, Ingo's budget is up and his team's headcount is expected to grow.

Learn more about Green Cargo and OutSystems.

Organization: Green Cargo

Industry: Rail logistics

Location: Sweden

Use case:
Mobile applications for logistics management, predictive maintenance app, and customer portal

Approach:
Refactor SAP and mainframe logistics application into a composable architecture

Results:
✓ 80% time savings for mobile app development

> " **"To digitize this company, we had to bring innovation and development in-house and get the business and IT collaborating effectively. OutSystems gives us the agility to make that possible. By comparison, if we were doing traditional development, five to ten years from now, we'd have built a new legacy."**
>
> *— Ingo Paas, CIO, Green Cargo*

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Banco Santander: Digital transformation with minimal resources

Struggling to adapt to a fast-changing market and seeking to diversify its offerings, the Portuguese consumer division of the global Santander Group put together a company-wide taskforce in 2016 to digitally transform every aspect of the business, including products, processes, channels, compliance, and IT. The digital transformation required a new, agile IT architecture to replace many of the bank's 20-year-old systems. Fundamental to this was the creation of an enterprise service bus, a new business process management layer, and new channels for all product stakeholders. With guidance from transformation partner KPMG, Santander chose the OutSystems low-code platform and built 14 new solutions in three years with a team of 20 people from IT, operations, and various business departments.

In late 2018, the first solutions went live for consumer credit and personal loans, followed by applications for ecommerce payment processing, digital cash loans, complaint management, and B2B solutions for used car and durable goods dealers.

By the beginning of 2020, Santander had replaced 70% of the processes that were in its legacy core systems. As Domingos Ferreira, IT & Operations Director, puts it, "In just three years, we have replaced and improved a technology architecture that took us 20 years to develop." Even better, the bank now has the agility to quickly launch new propositions to market with streamlined, digitally optimized processes and significantly improved customer experience while, at the same time, providing an overall lower cost of maintenance compared to the previous systems.

Learn more about Banco Santander and OutSystems.

> " *"Working with OutSystems and KPMG, we have built a new IT architecture, replaced 70% of our core systems, and streamlined our operations. We are now executing the business vision and delivering new digital channels and solutions to lead in the consumer finance market."*
>
> — *Domingos Ferreira, IT & Operations Director, Banco Santander Consumer Portugal*

Santander

Organization: Banco Santander

Industry: Financial services

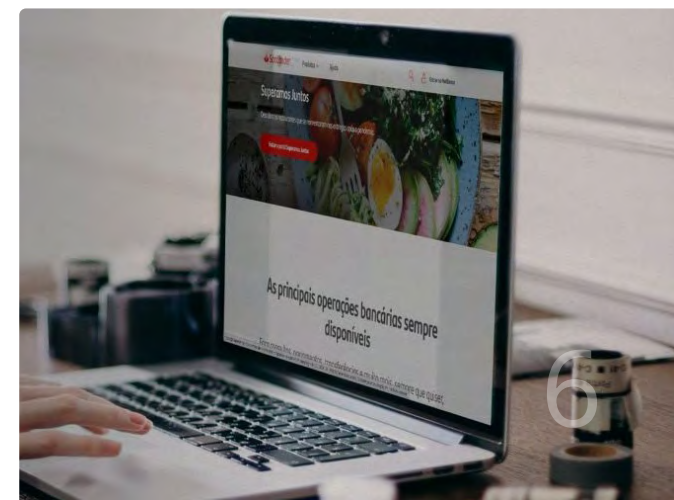**Location:** Portugal

Use case:
Customer-facing credit and loan applications, payment processing

Approach:
Refactor aging systems to increase agility in a highly competitive market

Results:
☑ 70% of core systems replaced; >90% of partners adopt digital onboarding; 14 new applications

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US Acute Care Solution (USACS): Embracing rapid development to reduce technical debt and dependence on external vendors

When Ohio-based Emergency Medicine Physicians became US Acute Care Solution (USACS), it relied on an OpenText patient portal called MyPulse. But as the organization grew through acquisitions and demands for new features accelerated, it proved impossible to update this legacy portal at the pace the business required.

USACS engaged OutSystems professional services to deliver its new portal while at the same time training its small in-house app development team. Using the OutSystems low-code platform, the organization modernized its portal in five months and launched an accompanying mobile app in three months. The results include increased adoption, personalization, improved user experience, and mobile access. Now, USACS's two in-house developers deliver continuous improvements to the portal every two to three weeks.

Since the portal's launch, USACS has also been able to eliminate its outdated Lotus Notes applications, either by rebuilding the apps' functionality on OutSystems or moving commodity functions to its ERP and HR systems. The organization has built a wide range of web and mobile applications, including a work tracker, a risk tracker, and a dedicated mobile app that provides more than 90 percent of the original portal's functionality. The new systems ensure that USACS can quickly onboard each acquired acute healthcare practice onto a uniform suite of built-for-purpose applications, quickly weaning them off legacy systems and eliminating SaaS sprawl.

Learn more about US Acute Care Solution (USACS) and OutSystems.

> **"** *"We're now much more in control of our product roadmap. By eliminating SaaS sprawl and legacy debt, we're no longer dependent on external vendors for new features. We're now much more responsive to business requirements."*
>
> *— Jesse Eterovich, Vice President of Technology, USACS*

US Acute Care Solutions

Organization: USACS

Industry: Healthcare

Location: United States
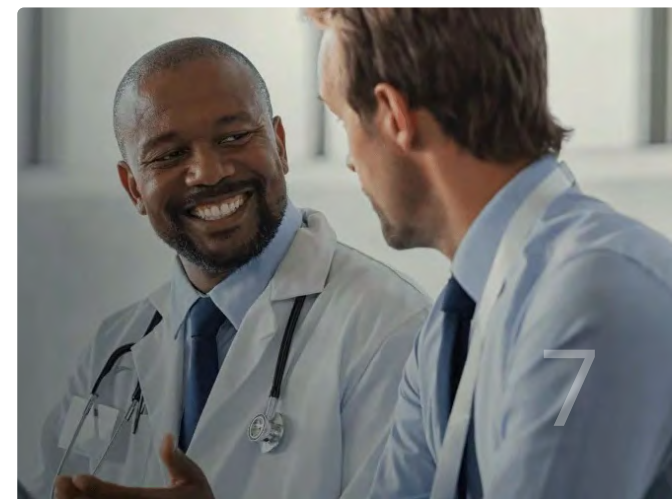
Use case:
Patient portal

Approach:
Rebuild legacy patient portal to support rapid growth

Results:
☑ $2 million annual savings

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PLANgroep: Rebuilding a legacy SharePoint system for the future

Dutch financial care provider PLANgroep relied on SharePoint as a core business system to help more than 20,000 people manage their finances every day. After a decade of individual client-specific customizations and numerous complex integrations, however, the company's custom-built deployment had become too difficult to enhance. In order to offer clients new self-service options and improve the user experience for debt counselors, PLANgroep needed to break free of its legacy gridlock with a flexible technology stack that would support continual innovation and meet rapidly changing customer and legislative requirements.

Delivery partner IG&H built the new system in fewer than 18 months using the OutSystems low-code development platform, providing all the necessary functionality as well as the flexibility PLANgroep needed to build for the future. The new system improved user experience and provided easier access to all client information, which boosted counselor productivity and helped them serve more than 20,000 people every day. Now that the company has an agile development platform, the best is yet to come, with opportunities to build new innovations and connect with other systems.

Learn more about PLANgroep and OutSystems.

PLANGROEP

Organization: PLANgroep

Industry: Financial services

Location: The Netherlands

Use case:
Self-service portal that services over 20,000 clients per day

Approach:
Rebuild aging SharePoint applications to increase agility

Results:
☑ Higher productivity resulting from improved user experience and easier access to client information

> " *"We're already looking to the future. We see lots of opportunities to build in new innovations and connectivity with other systems, which is easy with the OutSystems platform. So, the best is yet to come."*
>
> — *Jeroen Ekkel, CEO of PLANGroep parent company, Cohedron*

Sarawak Energy: Modernizing core apps for better CX

Sarawak Energy is an energy development company and a vertically integrated power utility serving a population of nearly three million in Sarawak, Malaysia. The company chose the OutSystems low-code application platform to update its contractor-facing portal to make it easier to customize and integrate with back-end systems.

The portal modernization was such a success that a year later, the company embarked on a broad Lotus Notes and Domino migration program, which will ultimately see around 280 Notes databases replaced by mobile-friendly, integrated, and more powerful OutSystems-built web applications. First was a crucial field service mobile app for meter reading that allowed Sarawak to retire outdated handheld devices used for this purpose. The team also delivered 15 other apps in just 16 weeks. The new applications have streamlined processes, eliminated rekeying between disconnected systems, modernized the user experience for customers and employees, and improved mobility for field staff.

With OutSystems, Sarawak Energy's IT team is escaping from a legacy of siloed Notes applications by building more powerful apps that integrate directly with enterprise applications, including Maximo, SAP, Ariba, and SuccessFactors. What's more, the company now has a multipurpose application development platform and single skill set that can address numerous use cases, including CX, UX, mobility, and core system replacement and extension.

[Learn more about Sarawak Energy and OutSystems](#).

> **"OutSystems gives us the agility to modernize our customer interfaces quickly with limited in-house resources. We look forward to OutSystems further accelerating our digital transformation journey towards a modernized enterprise."**
>
> — *Sim Ko Sin, Senior Vice President, Information and Communications Technology, Sarawak Energy*

Organization: Sarawak Energy

Industry: Power utility

Location: Malaysia

Use case:
Mobile field service apps for meter reading; contractor-facing portal

Approach:
Rebuild legacy Lotus Notes applications to improve CX and agility

Results:
☑ 16 apps in 16 weeks; replaced outdated technology in favor of modern mobile apps and multipurpose app development

Modernize your applications with OutSystems

Extending, refactoring, rebuilding. Whatever modernization approach — or combination of approaches — you take, the OutSystems low-code development platform can get you there faster and with a lower investment than traditional methods. But as these companies have learned, that is just the beginning of the digital transformation journey. Even with limited development resources, they now have a solid foundation for future agility and innovation. OutSystems has changed the way these companies develop software, so they can rapidly create and deploy critical applications that evolve with their businesses. What about yours?

To learn more about how you can modernize your applications with the OutSystems low-code application development platform, visit OutSystems.com.
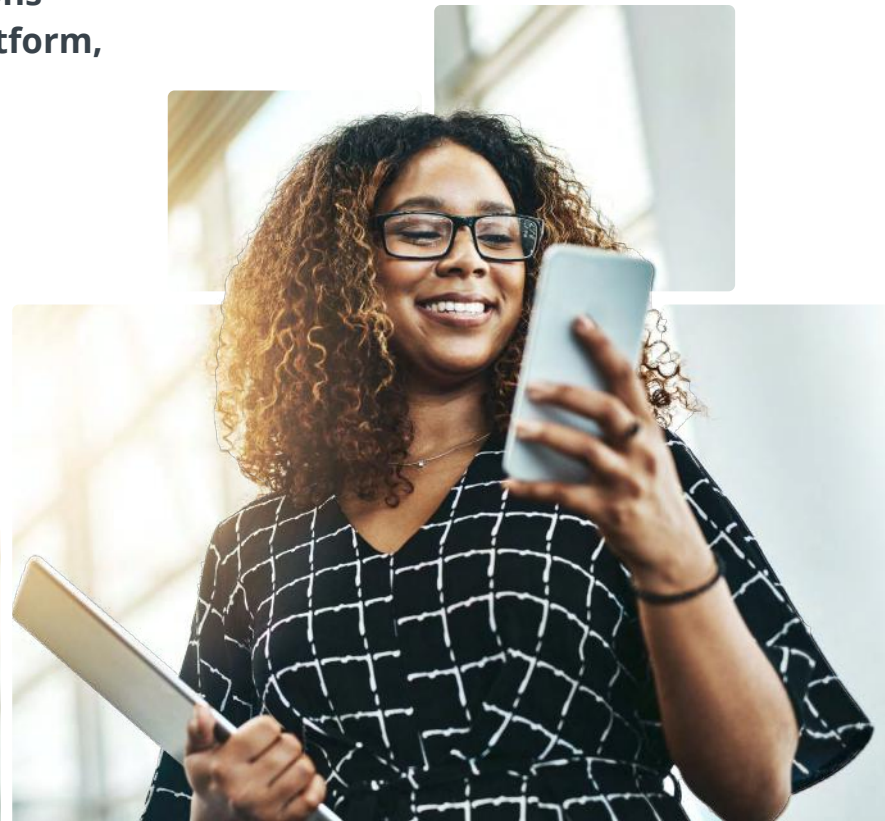
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