LKmethod™ —
Improves User Experience & Reduces Costs

Situation

A successful Financial Services Company with $25+ billion in assets, one million members, and 60 credit union locations faced a dilemma. Their Information Technology (IT) infrastructure had become labor-intensive, expensive, and a barrier to growth.

The CEO, executive leadership, and IT team members realized it was time to tackle one of its hardest challenges in 35 years of business — modernizing IT. Quick fixes in the past had failed, leaving behind a company unsure how to proceed. However, they did all agreed it should include cloud-based computing.

"Leaders recognized they needed outside expertise, knowledge, and guidance to achieve IT modernization."

There were several discussions between executive leadership and IT team members to define what they needed from an IT Consulting Company. They wanted a company with:

1. Expertise in IT strategy modernization and implementation.
2. Effective techniques in creating better employee and member user experiences.
3. Expertise in cloud-based systems
4. Knowledge, experience, and skills in the integration of new and emerging application technologies.

Plus, at the same time, someone that could elevate the level of service for the existing line of business tools. The Financial Services company found an IT Consulting company that fit all the criteria and even offered more. They partnered with the **LKMethod™**.

Impact

There was a lot at stake for the Financial Services company. Continuing with business as usual would lead to failure rather than continued success in the future.. IT architecture had failed and left unhappy credit union members who were dissatisfied with their user experiences. Plus, frustrated employees from having to work on inadequate systems with access issues and lag times that impeded them from doing their jobs.

The company had no IT strategy or executable plan to fix these problems to accomplish its goals and objectives. Plus, IT costs were high as compared to other departments.

Internal technology staff was still inundated with maintaining current applications. It left the company with little time to focus on what they wanted to like to develop and deploy new applications along with the following:

- Moving to a Cloud-based platform and integrating across locations software, apps, data, etc.
- Adding agility and flexibility for improving onboarding applications and the user experience.
- Seamless and integrated user experience with all applications
- Business agility, including simplified incorporation of M&A, technology cost governance, and security compliance.

"The LKMethod approach strategically aligns technology resources to Critical Business Success Factors."

Resolution

The Executive Leadership Team created an IT strategy, plan, and architecture based on The LKMethod. It included the design and integration of the following technologies:

- LKMethod High-Security Reference Architecture
- Citrix Cloud, leveraging the Virtual Apps and Desktops Service
- Citrix Application Delivery Controller
- Microsoft Azure and Physical Data Center Integration
- Application/Data Geo-Redundancy

From the migration, the company was able to meet and exceed its goals. The LKMethod gave them new capabilities and opportunities along with benefits that included:

- Consistent and secure access for all users regardless of where the user or app/data resides
- A standard and predictable platform that unifies legacy technologies and locations with new technologies and hybrid cloud
- A standard and unified method for securing, monitoring, and ensuring the integrity of applications
- Dynamic routing of users to necessary workload.
- Business flexibility to move workload locations
- Increased user efficiency, security posture, compliance, decreased downtime, decreased IT time investment, and overall IT simplification.