

Zero time for apps solved: LKMethod



The Situation:

A Financial Services Company (FSC) had successfully grown to an organization with \$25+ billion in assets, one million members, and 60 credit unions. Yet despite success, the FSC's information technology (IT) infrastructure, systems, and applications were failing.

IT spending had increased alarmingly and become the most expensive department. Daily IT operations were labor-intensive, with team members spending 100% of their time fixing issues to keep everything running.

Internal and external customers were frustrated and unhappy with the FSC's applications, remote access, and user experience. Their needs were no longer being met, negatively impacting employee morale and customer satisfaction.

Because of this situation, the FSC had to put on hold their plans to launch new applications regularly. It was a logical and necessary decision, but it threatened the FSC's competitive advantage. FSC leadership and the IT Team had attempted quick fixes with software. However, attempts were unsuccessful. They knew if the FSC continued their current path, sales and profits would fall into jeopardy.

Leadership and the IT team agreed finding a solution would require hiring an outside IT company. The FSC also must go through a companywide migration to cloud-based computing. Other requirements for the IT company they would partner with were the following.

- Expertise in IT strategy modernization and implementation
- Proven techniques in creating a superior user experience for employees and credit union members.
- Expertise in creating effective IT infrastructure and cloud-based systems.
- Knowledge, experience, and skills in integrating new and emerging application technologies.
- Ability to elevate the level of service for their existing line of business tools.

The FSC chose the LKMethod™, a company that designs and deploys business-centric IT solutions. The LKMethod puts cybersecurity and user experience first. Plus, it had cutting-edge Zero Trust Network (ZTNA) solutions that deliver fast, hassle-free access while maintaining the highest level of security.

The Challenge:

FSC challenged the LKMethod experts to provide a solution that solved the following:

- Credit union members were unhappy and dissatisfied with the user experience.
- Employees were frustrated with inadequate systems that exhibited intermittent access issues and long lag times that impeded work completion.
- Current applications caused system issues that affected their ability to perform as intended.
- IT team members did not have time for a migration to a new system and integrate it across all locations, software, applications, data, etc.
- They needed to add agility and flexibility to improve onboarding applications and the user experience.
- For all applications, the user experience needed to be integrated and seamless.
- The incorporation of M&A, technology cost governance, and security compliance all needed to be simplified.
- IT team members' demand needed to decrease so they had time for app development and launches.



The Solution:

Working with LKMethod experts, the FSC leadership and IT department 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 Applications and Desktops Service
- Citrix Application Delivery Controller
- Microsoft Azure and Physical Data Center Integration
- Application/Data Geo-Redundancy
- Zero Trust Network (ZTN)



The Outcome:

After the solution was implemented, the FSC could work on future plans, like developing and launching new applications to improve the user experience. The LK Method also added new capabilities, opportunities, and benefits that included:

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