



BROCHURE

# Application Modernization Services



# Overview

To thrive in an era of rapid change, it is pertinent for enterprises to unlock the new power of IT by focusing on business agility, innovation-led engineering and development, and continuous evolution.

NuSummit helps enterprises take the leap successfully by helping them address the challenges of agility, operational efficiency, and customer experience with our Application and Infrastructure Modernization services.

## Application Services

### Digital engineering

- App development and support
- Platform led application development
- Technology upgrades
- Legacy modernization
- Application led cloud migration
- Enterprise content management

### Business transformation

- Transformation assessment
- RPA/IPA
- Business process automation
- IT Ops
- Document processing
- Decision management

### Digital foundation

- APIfication
- Microservices
- Application integration services
- Event stream processing
- Devsecops adoption
- Agile transformation

### Experience transformation

- Omni-channel experience
- Hyper personalization
- DXP/Low code no code
- UI modernization
- Chat bots and conversational AI
- UI less interface (voice)

# Service Framework



## New development, functional/feature enhancements

Implementation Services to develop or enhance or increase the capability of applications, to match the existing needs of the business/application users

## Release management services

Planning, scheduling, testing and deploying new software to support the evolving needs of the business

## Regulatory and compliance services

Ensuring that the applications/software are compliant with the latest regulatory and compliance requirements of the industry

## Application integration services

Ensuring the re-use of existing application portfolio effectively by connecting them and accelerating digital transformation

## WATERFALL | AGILE/DEVOPS | CI/CD | USE CASES/STORY POINTS

People digital engineering resources | Agile/DevOps resources

Full stack resources | QA resources

### Agile Practices

- Collaboration and Autonomy
- Orientation to best practices
- Visualize work feedback amplification
- Value driven incremental delivery
- Continuous feedback

### Modern Engineering

- Emergent and evolutionary design
- Loosely coupled architecture
- Micro services and container
- Hybrid cloud

### People Enablement

- Cross functional agile team/PODs
- T-Shaped Skills
- Domain consultants
- HR and support
- Innovation focus

### Devops Platforms

- Continuous planning
- Continuous integration
- Continuous quality
- Continuous deployment
- Continuous monitoring

# Portfolio Analysis

NuSummit has experience in carrying out Portfolio Analysis with the focus of aligning IT infrastructure with the business objectives. The assessment would group the existing applications into the ones which would require as-is maintenance, enhancement, transformation, or retirement.

The parameters based on which the applications will be grouped are:



## Technical qualities:

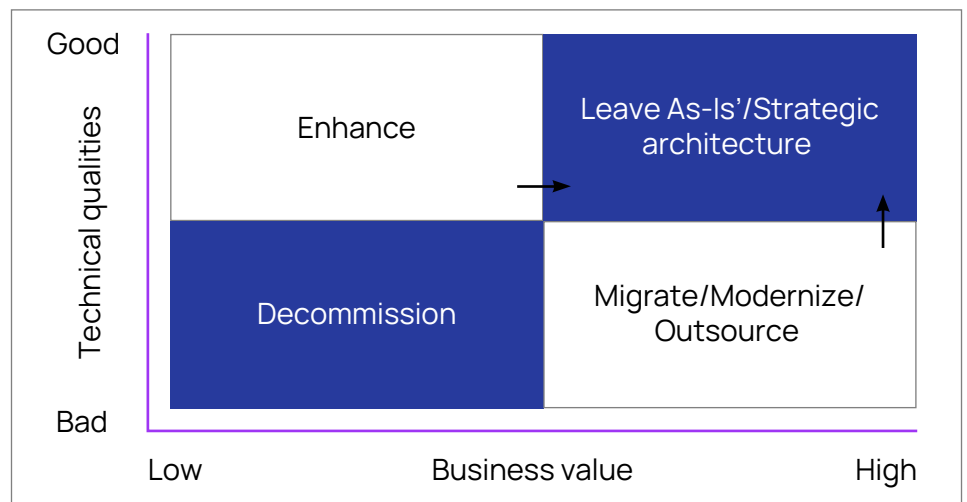
This is to identify and analyze all the technical qualities of the asset which includes Technology, Users and Usage, Interdependencies, Support processes, and cost.



## Business value:

This is to measure the value of the asset; it is providing to the business, the basic parameters are Business Value, Business Criticality, and Redundancy.

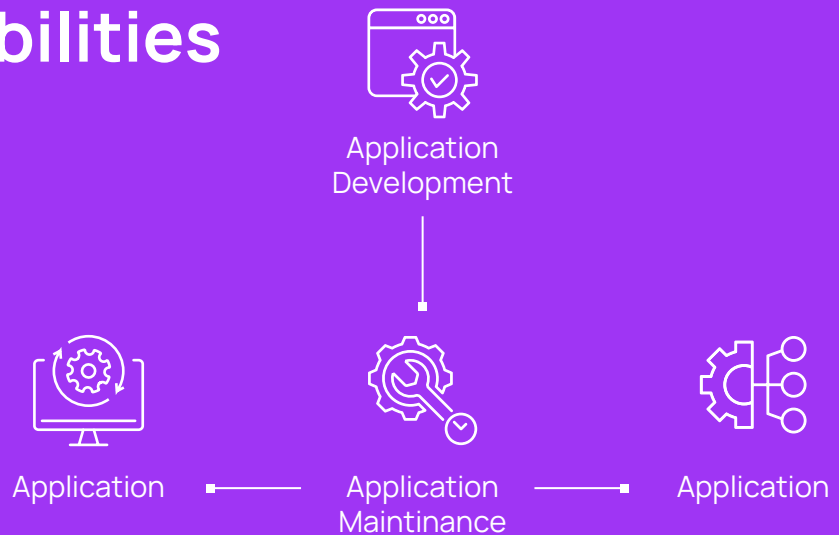
Based on the parameters and their weighted scores, the assets are grouped under the following quadrants:



Quadrant	Description
<b>Decommission</b>	All the assets which have low business value and low technical qualities positioned into this quadrant, which are the right candidates to be eliminated/retired or decommissioned.
<b>Migrate/ Modernize/ Outsource</b>	The assets which are critical and high value to the business, but very low on other qualities are the best candidates to migrate/modernize. If the maintenance costs are too high, then they can be considered for outsourcing.
<b>Enhance</b>	The qualities of the asset are good, but have lot of functional gaps, these assets can then be enhanced to meet those functional requirements and be positioned as a high value and high critical asset.
<b>Leave 'As-Is'/Strategic architecture</b>	All the assets which are high value and having good technical qualities are positioned in this quadrant and left "as-is". This quadrant can be considered as strategic architecture, where the complete asset portfolio should be compliant with it.

# Delivery Capabilities

NuSummit has the capability to support clients across the whole lifecycle of applications as shown below:



## Application Development

NuSummit has experience in developing a wide variety of large and complex applications for its customers across domains and technologies. Based upon client's schedule and roadmaps, NuSummit uses the following application development methodologies to serve its customers:

1

### Waterfall model

This model is used when the requirements can be frozen during the requirements gathering phase of the project with consensus from SMEs. This model is best suited for planned and time-based releases.

2

### Incremental model

This model is used when most of the requirements are known upfront. Development is then performed in increments with each increment fine tuning and fine graining the requirements. Vanguard and Agile are examples of this model.

3

### Iterative model

Iterative model is used in situations where it is not possible to define complete requirements for the entire system right in the beginning of the project. The project is conducted in iterations with new requirements being a part of development during each iteration.

4

### Agile

Agile model is used when the product vision or features are not well defined. Agile allows product owners to adjust requirements and priorities along the way to take advantage of opportunities and deliver a better product to all of the project stakeholders.



# Application Maintenance and Enhancements

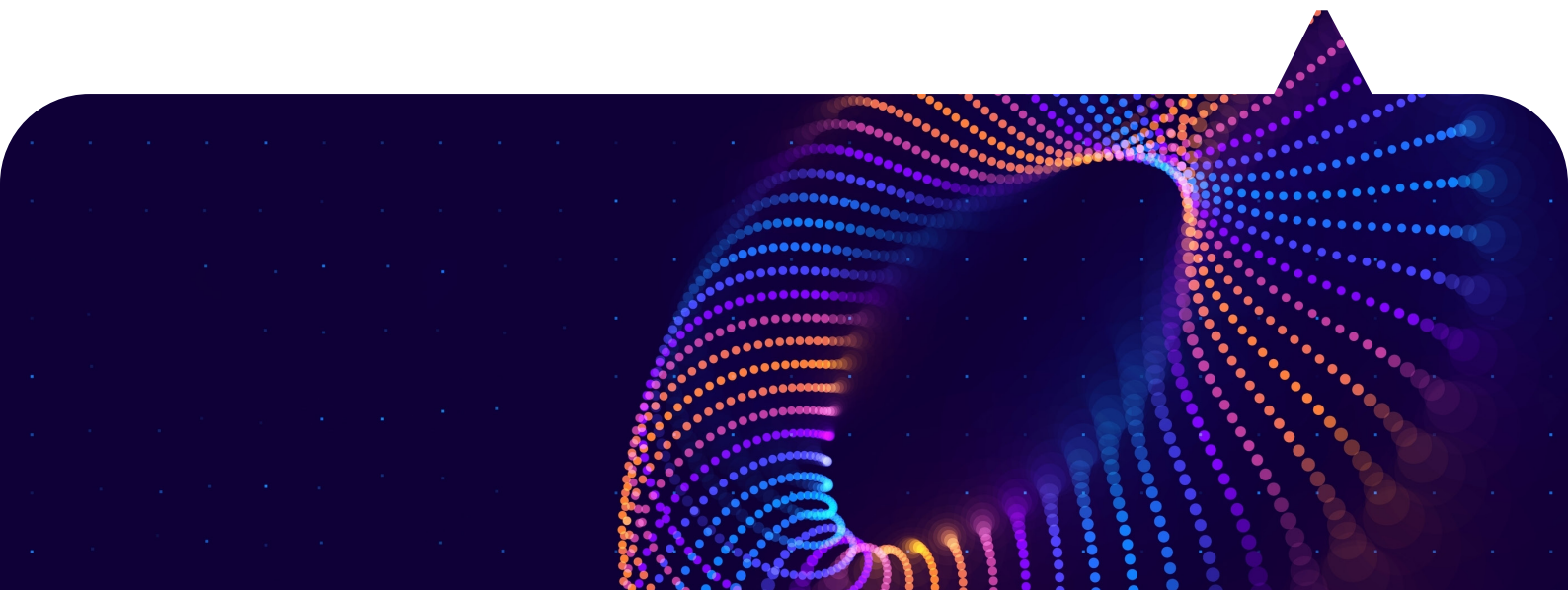
Over the years, NuSummit has leveraged its extensive experience in delivering application management solutions and honed our approach to enable optimum efficiency of operations and maximize return on investment to our clients. This approach has a dual focus on Reducing Operating Costs and Improving Business Alignment of the application portfolios.

The operating cost reduction is achieved through a maintenance methodology which brings in best practices such as six sigma-based process improvements, due diligence-based planning, complexity-based estimation, and multi-location KT. Maximum benefits are accrued to the customer only when the business alignment of the application portfolio is streamlined over a period.

## Application Portfolio Transformation

**NuSummit provides for a structured framework for Enterprise-wide portfolio transformation and retirement focused on the following key characteristics:**

- Supports both Business and Technology Driven Transformation
- Participative in nature with the Executive Sponsors driving the Transformation/Retirement via their goals, objectives, and requirements
- Executive Sponsors Driven – the methodology initially conducts an identification of Executive Sponsors goals, objectives and maps them into the methodology
- Phased approach supporting quick wins
- Process based – the methodology is time-boxed and has clearly defined input and output parameters for each sub-phase. This enables a transparent and methodical approach to rationalization instead of an empirical method
- Aligned with industry best practices resources (like benchmarks or technology trends)
- Uses of appropriate tools to accelerated identifying the opportunities, their prioritization and planning



# Application Retirement

**The enterprise-wide portfolio analysis, rationalization and retirement is done by:**

- Assessing the portfolio in relation with executive sponsors' goals and objectives and other assessment parameters provided by our methodology that leverage the best practices parameters and the current status of the portfolio
- Grouping the assessment parameters in key assessment groups leveraged by our methodology best practices

**Example of such assessment parameters are:**

- Strategic positioning
  - Business value
  - Business criticality
- Redundancy
- Users and usage
- Technology and architectural alignment
- Business support processes
- Cost
- Life cycle



# Why NuSummit

## 1. CX driven development

- Human centred design approach – Leverage design thinking to craft user experience
- Omni-channel application – Multiple channel support for response and interaction, easy interface for customers during transactions and various other functions like Search etc.
- Intelligent Virtual Agents – IVR/Chat bots for enhanced customer experience

## 2. Technical excellence

- Adherence to modern architecture principles having responsive UI, modular micro services which is containerized and Cloud ready
- Leverage the latest technology stack for solution modernization, along with additional modules for Ticketing and Chatbot
- User journey flows needs to simplify for ease of use to increase adoption
- Process automation and RPA for streamlining backoffice operations

## 3. Functional excellence

- Design thinking approach to foster customer engagements
- Leverage conventional AI and chatbots to increase customer touchpoints

## 4. Operational excellence

- Containerized and cloud-ready application
- Scalability – horizontally and vertically scalable design
- Modularity – Functional modules will be implemented as independent microservices
- Resilience – Data persistence at an independent component level
- DevSecOps – Continuous Testing (CT) integral to CI/CD Pipeline

## 5. Strategic partner for digital transformation to one of the world's leading exchanges

## 6. Practitioner's experience in legacy systems, new-age containerization and micro-service-based transformations

## 7. Deep domain expertise to align technology modernization programs with business objectives

## 8. Domain and technology expertise

## 9. Scalable and extendible solutions

## 10. Industry benchmarking and best practices

## 11. One stop shop for E2E solution development and support

## 12. CoE for continuous Innovations





# Value Delivered



Improve end  
user experience



Modernize and  
harmonize technology



Spend reduction by  
modernization



More velocity



Reduce  
business risk



Low code  
no code



Build  
new capability



Increase  
capital efficiency



Lower cost



# Success Stories

NuSummit has experience in addressing the Digital Transformation requirements on Experience Enhancement, Application Modernization and Business Automation, few of these examples are given below:

## Channel portal for a large general insurance company

NuSummit developed and delivered a microservices-based Channel Portal that provided a rich and consistent digital experience for the client that wanted to transform and redevelop their obsolete insurance agent portal. The client wanted the new portal to be flexible, scalable, and extensible to support all its product lines and

key business functions including new business, endorsement, renewal, claim, servicing, etc. for agents, partners, and customers. The new portal helped the client to enhance productivity with full visibility into daily operations, optimized service performance, boosted efficiency, and heightened customer satisfaction.

## Policy issuance digitization and sales management for a leading general insurance company

NuSummit experts helped India's leading general insurance company to reengineer its agent sales portal to extend and implement self-service portal functionality across various insurance product lines. We enabled dashboard views to monitor performance across insurance products with real-time application status. We also built an end-to-end

digitalization approach with a responsive UI design, dashboard, customizable workflow implementation, and platform integrations that generated quotes in less than three seconds thereby enabling end-to-end policy issuance in less than 3 mins.

## Derivatives trading platform and matching engine for a leading exchange

NuSummit helped a leading exchange in building a trading platform that is swift, compliant with regulatory requirements and meets market demands. The platform includes complex and advanced feature

implementations such as audit trails, real-time broadcasting, continuous matching, real-time monitoring, control terminal, and much more.

### Contract generation system for a leading exchange

We helped our client build a critical Back Office Module - a contract generation system - responsible for the creation of Derivatives instruments including functionalities such as web interface design, process reversal and re-run system, interactive dashboards, audit trails, chatbot, etc. Through this system, we

helped our client move to the next-gen tech stack, enabled faster computation and file generation, reduced wait time, automated execution of processes via batches, and reduced dependency on other systems.

### Domain consulting for an international stock exchange

NuSummit team of experts helped the client to set up a capital market ecosystem to attract global investors and foreign capital. We provided expertise and support across functionalities such as market intelligence, research and study, vendor evaluation report,

technology, and performance evaluation report, planning and application implementation advisory, infrastructure setup, support management advisory, regulatory compliance, and go-live advisory.

### Streamlining and automating claims and invoice processing for a leading insurer

We developed and delivered a solution for our client to attain quick turnaround on post office hour claim requests and vendor invoice payment clearance, standardize the quality of service, tackle the source of truth challenges, and ensure accurate verification of applicable rules, and efficiently address the high volume of documents and invoices. We used Cognitive Bots for docket and scan management, claim processing, reading

vendor invoices, invoice processing, and automation bots for repudiation letter generation, investigator report and portal status update, discrepancy email generation, final comparison of payment tandc, and report generation. This solution helped the client to significantly increase its CSAT score, achieve 100% TAT adherence, and significantly reduce resource costs and errors.

### Modernizing policy servicing for enhancing customer satisfaction for a leading life insurance company

We helped a leading insurer delight its customers by creating cognitive bots for reading policy servicing emails and automation bots for opening service requests in CRM, accessing multiple applications to take necessary actions, updating service requests, and sending emails to clients. This

helped the client in significantly reducing the response time to client queries, increased the client satisfaction ratio, ensured 100% TAT adherence, enabled end-to-end automation of client policy servicing requests, and delivered better rule-based prioritization.

# About NuSummit

NuSummit is a global technology leader in AI-led digital transformation, specializing in applications, data, analytics, cloud, and cybersecurity. With over 300 clients worldwide, including 22 Fortune 500 companies, NuSummit supports organizations across industries. Our core expertise lies in banking, insurance, and capital markets, where we offer specialized solutions for these sectors.

With over two decades of experience and 3,000+ professionals, we deliver AI-driven, end-to-end solutions that integrate advanced cloud infrastructure and cybersecurity. Certified to top industry standards and backed by a robust partner ecosystem of hyperscalers and niche innovators, NuSummit is a trusted partner for secure, impactful digital innovation.

**For more information, visit us at [connect@nusummit.com](mailto:connect@nusummit.com)**

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