

Software Development and System Administration Services for a Leading US Lending Company

A Large US-Based Lending Services Provider Benefits from TSD's Staff Augmentation Expertise by Extending Its IT Department and Ensuring Continuous Development and Administration of Software Systems



Client: **Lending Services Provider**

Industry: **Financial Services**

Location: **USA**

About Our Client

Our client is a well-known US-based technology company focused on the provision of lending services since 2002. The main business activity of the company is to connect consumers with the needed financial resources, primarily through car title loans.

The organization specializes in the fields of Finance, Auto Title Lending, Small Business Loans, Financial Services, Consumer Lending, and Consumer Credit.

Business Challenge

The client turned to TSD for professional assistance due to our specific extensive expertise in providing high-quality IT outsourcing services to organizations operating in the financial industry.

The company was facing the need to augment its existing IT department due to evolving business demands by acquiring additional expert IT resources to support and enhance its day-to-day IT operations. One of the key objectives of the client was to be able to secure around-the-clock coverage in terms of development and monitoring of its in-house software applications and systems, eventually achieving continuous and reliable service.

Solution

TSD successfully responded to the customer's request and became a sustainable offshore partner by offering access to the right IT talent pool, specific expertise, and rich skillset, which fitted the particular business needs of the lending company.

Following the long-practiced and efficient staff augmentation collaboration model, TSD has been providing the client with fully immersed Application Developers and System Administrators on a long-term engagement basis. The expert resources have been performing their tasks mostly during non-overlapping hours to help ensure continuity of development and monitoring.

THROUGH A SUCCESSFUL OFFSHORE PARTNERSHIP, THE LENDING SERVICES PROVIDER NOT ONLY OBTAINED DEVELOPMENT AND MONITORING SERVICE OF ELEVATED AGILITY AND EFFICIENCY BUT ALSO ACQUIRED AN ADDED VALUE TO ITS IT DEPARTMENT BY RELYING ON TSD'S STRONGLY COMMITTED AND PROBLEM-SOLVING EXPERTS FOR CONTINUOUS IT EXCELLENCE.

The provided skilled full-stack Application Developers have perfectly fitted in the on-site dev team of the client, taking an important part in every step of the application development lifecycle including analysis, design, and implementation, thus ensuring flawless quality of the utilized software products.

The System Administration specialists have been responsible for infrastructure monitoring, troubleshooting, escalating problems, and ticket handling. They perform monitoring of the customer's network infrastructure overnight and initiate emergency calling in cases of a network outage or critical downtime.

Results

This beneficial collaboration has provided our client with numerous positive business outcomes including long-term staff augmentation partnership, increased agility and capacity of the IT department, and round-the-clock utilization of core competencies in the fields of application development and system administration.

The company has managed to drastically cut development and monitoring costs due to the offshore model of cooperation.

Except for high quality of service, convenience, and cost-effectiveness, the customer has as well obtained an added value to its business due to the unique ability of our resources to identify problems early on in the process, propose the best solutions, and solve any issue before it has led to a potential system's failure. Their strong commitment to the assigned projects and responsibilities has contributed to the achievement of the highest goals for the client.

Technologies Used: .Net Framework, ASP.NET (MVC, Web API), JS, angularJS, NodeJS, WCF services, Entity Framework, SQL Server

Team Size: 1-5 (dynamic)

Engagement Period: Since 2015, ongoing

**The name of the client is not disclosed due to confidentiality reasons.*

Book your free IT consultation with an expert from our team [here](#) or contact us directly at sales@tsd.com.

ABOUT TSD

TSD Services, part of **TSD Group**, specializes in providing world-class offshore and nearshore IT outsourcing services offered under the well-established engagement models of staff augmentation, managed services, dedicated teams, and project outsourcing.

Since 2007, the company has been a trusted partner to organizations all over the globe, contributing to their IT success with the extensive industry expertise and talent of our highly engaged and problem-solving human resources.

We invite you to contact us at sales@tsd.com or visit tsd.com for more information.

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