**MICROLAND®**

*Making digital happen*

**CASE STUDY**

## Microland Enhanced Core Loan Management Platform Reliability with SRE for a Mortgage Technology Company

## About Customer

The client is a software company that processes almost 40% of U.S. mortgage applications. The company provides a digital mortgage software platform that connects the mortgage ecosystem of mortgage lenders, investors, and service providers. The SaaS offering by the client enables the lender to gather behavioral, transactional, and performance data, and make smarter decisions through predictive analytics and machine learning running throughout the entire process.

## Business Challenges

One of the major challenges the client faced was inconsistent application availability due to the lack of proactive monitoring and round-the-clock application support. Additionally, the customer was facing application performance issues associated with the use of handling legacy database versions.

The client was looking for a technology partner who could help them with:
❖ Responding to their velocity of decisions on implementations
❖ Proactively bringing an automation mindset for better efficiencies
❖ Ensuring the strictest data security compliance standards in a highly sensitive industry
❖ Handling the vast DC and network estate while ensuring reliable performance and continuous process improvement

## Microland Solution

The client's core mortgage processing software is an application with a massive footprint, used by nearly 125,000+ customers. The application comprising 52 different modules is hosted on over 3,000 servers and has 1,000 database servers located across 3 different data centers. Microland brought in the principles of System Reliability Engineering to ensure the reliability and availability of a complete system and infrastructure stack to function without failure.

Microland addressed the application performance issues associated with the use of handling legacy database versions by managing over 30+ PB of data spread across 3 DCs in Santa Clara, Chicago, and Sacramento regions. In addition to managing existing storage, Microland also delivered several storage modernization initiatives, including migration from On-Prem data to cloud targets (S3, CVO, etc.) and SATA storage to SSD storage, encryption of data using Vormetric, outlining automation of new provisioning, other administrative tasks or define alerting, streamline of storage processes, and upgrades.

Microland designed end-to-end solutions across Application Support Services, DevOps & Containerization support, environment provisioning, handling upgrade releases & access issues, and Database Migration & Encryption. Microland also implemented site reliability engineering (SRE) to take care of the proactive and reactive side of the Production Environment and resolve production issues with Core Loan Application and its features for the customers on an incident basis. Our team wrote codes for setting up infrastructure, pipeline, and deployments. We also worked on creating new frameworks and tools for various other activities on a sprint-to-sprint basis.
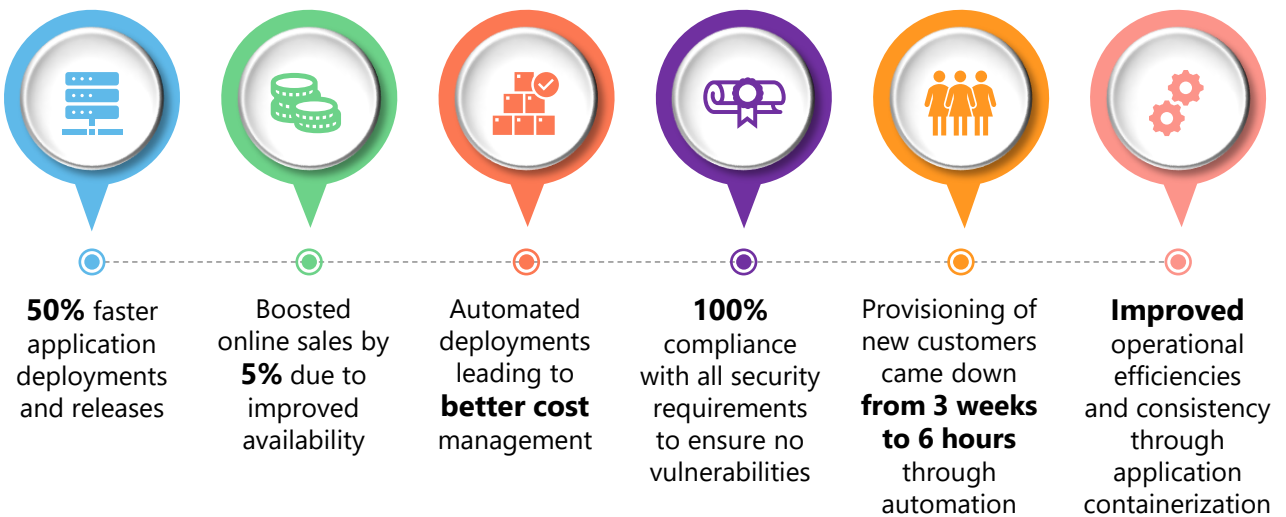
In line with the mission named as "Automate the automatable", Microland's engineers were involved in several automation projects leveraging Jenkins, SQL & Web services tools as well. We were also responsible for all kinds of development of tools and services for Cloud-related services, Automation, CI/CD setup, cloud migration, and deployments.

Microland looks forward to extending this relationship by continuing to make digital happen and automating processes in the client environment while improving their agility and flexibility across the IT infrastructure estate.

## Business Benefits Delivered

With the solution provided by Microland, the client experienced improved agility and flexibility across the IT infrastructure estate with the seamless deployment of applications, automation to manage storage volumes, and implementation of monitoring solutions. Microland's solution enabled the client to continue on their journey of adopting a Hybrid Cloud infrastructure and improving the cross-platform portability of the application and better cost management..

## Outcome

| **50%** faster application deployments and releases | Boosted online sales by **5%** due to improved availability | Automated deployments leading to **better cost** management | **100%** compliance with all security requirements to ensure no vulnerabilities | Provisioning of new customers came down **from 3 weeks to 6 hours** through automation | **Improved** operational efficiencies and consistency through application containerization |