

Re-engineering Pension Management Platform for Global Financial Solutions Provider

Overview of the Client

The client is a global provider of technology-based service solutions, catering to clients in asset management, brokerage, retirement, insurance, healthcare, and other markets.

The client supports these clients by helping them process, communicate, and safeguard critical customer information essential for managing business practices such as making investments, planning for retirement, and maintaining a healthy lifestyle.

Since 2008, Hengtian has been a trusted partner of the client, providing a range of offshore services including system development, testing, system reengineering, system migration, product support, localization, and research and development (R&D).

This long-term collaboration has seen Hengtian tackle numerous complex projects, delivering innovative and effective solutions to meet the client's evolving needs.

Partnership with Hengtian

Services Provided

1) System Development and Reengineering

Hengtian was commissioned to re-engineer the client's interactive website, a critical platform that allows employees and employers to create and view retirement plans. The project, which involved over 60 people and spanned 14 months, aimed to enhance the capacity of a complex legacy financial system.



Despite the challenges posed by the intricate roles in a distributed cooperative development environment, Hengtian successfully implemented a more stable architecture and a newly-designed web interface that accommodates customization on demand.

2) System Migration and Testing

Hengtian managed the migration of the client's legacy systems to more advanced platforms, ensuring minimal disruption and enhanced performance. Rigorous testing processes were implemented to guarantee the reliability and efficiency of the new systems.

3) Product Support and Localization

Ongoing product support and localization services have been provided to ensure the client's solutions are accessible and functional for their global client base. This includes adapting software to meet regional requirements and providing timely support to address any issues.

4) Research and Development (R&D)

Hengtian's R&D efforts have focused on developing innovative tools and features to enhance the client's service offerings. This includes the creation of the Mockserver tool to improve work efficiency and the CMS Visual System for easier customization of information.

Highlights of the Hengtian Solution

1) Comprehensive Pension Management Solution

Developed separate platforms for pension recipients and pension sponsors, providing tailored functionalities for each user group.



2) Efficiency Tools

Created the Mockserver tool to integrate mainframe development with front-office development, significantly improving work efficiency.

3) User-Friendly CMS Visual System

Enabled users to add customized information more conveniently, enhancing the overall user experience.

4) Enhanced UI Compatibility

Utilized the Yahoo UI Library and improved the user interface to ensure compatibility with multiple web browsers, including Firefox, IE 7/8/9/10/11, Safari, and Chrome.

5) Customization Features

Allowed users to customize logos, fonts, website styles (with four styles available), and web page redirecting processes, providing a flexible and personalized user experience.

Voice of the Client

The Project Manager at the client commended Hengtian's approach to understanding and addressing complex scenarios:

“I’m impressed by the knowledge and professionalism of your business analysts and team in understanding complex scenarios and providing recommendations for improvement when the existing logic or business requirement doesn’t make sense.”



“This makes your team stand out from others because you aren’t just blindly following specifications. You are thinking of the best way to implement the solution early in the development process before coding begins.”

Working in Partnership

The partnership between the client and Hengtian highlights the importance of collaboration, technical expertise, and proactive problem-solving in delivering successful technology solutions.

Hengtian's ability to re-engineer complex systems, develop innovative tools, and provide comprehensive support has been instrumental in helping the client achieve its business objectives. The positive feedback from the client underscores the value of Hengtian's contributions and their commitment to excellence.

If your business is in need of custom software solutions, please do get in touch with our client services team.

