

# Mobile App Platform for Commonwealth of Kentucky

Leading the effort in public sector space to help them build their first Mobile App to improve citizen engagement initiatives.



## Mobile Application Dev Services - October 2015

*With the momentum picking after Series A funding company needed a reliable technology partner to accelerate their product development cycle....*

### Innoflexion's Solution:

*Leveraged experience on agile product engineering, cloud, payment card industry expertise to design and develop a highly modular application*

- Brought end to end solution leadership and experience to the Commonwealth. This has been the first experience for the State towards mobile solution for the citizens.
- Leveraged best practices driven approach for developing the mobile solution and drove home the importance of User Experience as the center piece of the mobile strategy.

### Executive Summary

#### Client's Challenges:

*Customer was facing challenges with their mobile strategy*

- With mobile technology becoming ubiquitous in today's world customer wanted to offer some of the services over mobile phone..
- Customer needed a technology partner with expertise in building consumer facing mobile apps.
- A technology partner to work with their team to hand hold the the entire organization with this roll out.

- Developed architecture that is modular and scalable to enable more functions to be added as well cater to high volume of transactions Design of the application included building an enterprise services bus kind of architecture to leverage across information from multiple internal system including CRM and legacy platforms.
- Led training and transformation of the internal team to handle mobile development lifecycle
- Developed an operational support structure for the internal team including policies and procedures development.

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## Business Impact:

- The CIO's office of unemployment benefits successfully delivered citizen ready Android and iOS Apps for cabinet's review and approval
- Office of Technology led efforts across, business groups and IT teams to pilot mobile applications for citizens
- Created partnership with the University of Northern Kentucky, which is a public university, to further academic interest in citizen engagement program through technology
- Helped cross functional team to successfully adopt agile and aligning to software release train
- High quality product developed on-time and within budget across t
- Simplified processes and defined team roles have improved qualitative measures of employee satisfaction and confidence

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[www.innoflexion.com](http://www.innoflexion.com)

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