

The background is a dark blue, textured surface with a grid of small white dots. In the center, a pair of hands is shown holding a glowing, wireframe globe. The globe is surrounded by various white digital icons, including a cloud, a server rack, a magnifying glass over gears, a printer, a smartphone, a laptop, a globe, a building, and a network diagram. The overall aesthetic is futuristic and tech-oriented.

**DEVELOPED END-TO-END CLOUD-BASED APPLICATION  
FOR AUSTRALIA'S LEADING ACCOUNTING SERVICES FIRM**

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**CASE STUDY**

## A CLOUD COMPUTING & DEVELOPMENT CASE STUDY



A leading business process outsourcing company specializing in accounting, operational, administrative, and compliance business processes for small to large enterprises wanted us to build a secure cloud-based application for auditing/accounting jobs. This application helped redirect the jobs to rightly skilled people by ensuring ease of use, tracking, and end-to-end job automation.

## PROBLEM STATEMENT

Established in 2009, our client specializes in operational, administrative, compliance, and accounting business processes for SME's, accounting firms, and financial planners.

Being a leading accounting services firm with a vast customer base, the client received an increasing number of customer service requests, which had to be processed on a timely basis, followed by escalation procedures based on job delays and completion.

The client wanted a workflow automation, wherein the tasks exceeding the TAT (Turn Around Time) or if an employee is not picking the assigned task should be transferred to the next available person.

The client also wanted to understand customer revenue mapping and employee productivity, and business profitability metrics.

That said, the primary object was to combine the workflow with a single centralized back-office administration console that brings the different entities together with key business metrics. The client compared Zuci with many other vendors and technology options to build a collaboration platform between employees and the end customers, before finalizing us for this project.

## BUSINESS GOALS



Simple and clear UI



Automating all manual processes



Higher data security and customer data protection



Handling multiplicity of user roles with different privileges



Authenticating client users and troubleshooting service requests within TAT



Centralized administration console for monitoring customer revenue mapping and employee productivity metrics

## SOLUTION



Our business analysts evaluated the client's existing IT infrastructure to define the success metrics. This helped the project team and client to understand the business goals before starting the project.

With this information, our project architect created a product roadmap to build a cloud-agnostic application and evaluated different cloud platform components and providers to help the client scale the development effort cost-effectively.

Additionally, focusing on outright usability for multiple users, our team of expert UI/UX engineers designed plain and simple user interface dashboards that offered a smooth user experience.

Finally, to expedite the development, we designed and developed the application parallelly and delivered it successfully within three months.

## HOW ZUCI SYSTEMS HELPED?



Requirement gathering and research of old methods of process handling and provided a detailed report highlighting actionable insights



Identified error-prone, time-consuming, and mundane tasks to define the success metrics of the project



Evaluated different cloud platform providers that best fits the existing on-premises IT architecture without further increasing the cost of upgrading to newer technology



Defined the UI/UX design strategy by providing low fidelity wireframes for alternative workflows

Continued →

## HOW ZUCI SYSTEMS HELPED?



Delivered GUI specifications, description of system behavior, and high-fidelity interactive prototype with over 200 screens (generated into HTML)



Adapted lightweight development approach towards business logic to process huge volumes with no performance issues



Built centralized dashboards with key performance metrics across employee and end customers for easy understanding of business operations



Deployed application, followed by ongoing support to stakeholders with workshops and Q&A sessions

## BUSINESS OUTCOME

World-class user experience across devices

**63%**

increase in overall operational efficiency

**42%**

reduced TAT

**11%**

increase in revenue

ROI realized in **5 months**

## TECH STACK





**LEVERAGE CLOUD AGILITY FOR SMARTER DECISION MAKING.**  
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