

Resolving Custom System Issues Achieves Performance Stability

TechDiscovery Conducts Application Assessment for TitleMax – Results Improve Operations, Provides Segue to Business Expansion

“I was really impressed by the sharp technical level of the people we worked with at TechDiscovery. Every employee was competent, articulate and presentable and the team worked in harmony. They know how to relate to their customer — a good quality that is rarely found.”

*– Misko Pajkovic
Chief Information Officer
TitleMax*

The Client

TitleMax is a financial lending company that allows consumers to solve short-term cash flow issues by using their vehicle as an asset for receiving a loan. TitleMax was founded in 1997 and has grown to more than 500 stores and over 1,000 employees.

The Challenge

TitleMax, a relatively young, but fast-growing company operated its 500 retail stores using a custom-designed application developed by an outside software provider. The provider also developed a custom reporting application and both were tied to other off-the-shelf applications. TitleMax looked to this provider to perform maintenance and support and to run a help desk operation.

It wasn't long after the core application that TitleMax used to manage its lending process and to track collateral and account information was built that they began to experience performance issues with the system. The provider had developed a poor quality and unstable system that made it difficult for TitleMax to expand. What's more, the operational reporting application only produced a one-size-fits-all report that was inaccurate.

Attempts to fix the problems took an extraordinary amount of time and often only generated additional system issues.

The Solution

In December 2006, TitleMax reached out to TechDiscovery for help. While the original provider continued to service the company, TechDiscovery's team — made up of an enterprise architect, application architect, performance monitoring engineer, quality assurance tester and senior-level consultant — conducted a six-week assessment of the applications and developed recommendations to resolve the issues. The results were shared with TitleMax and their provider and included software architectural recommendations, security issues and performance improvement changes.



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TechDiscovery's thorough assessment and recommendations gave way to the creation of a new application. "TitleMax was opening a new line of business that involved financial lending, but with different collateral. We needed a new application to support the operation of 60 retail locations. We asked TechDiscovery to create it based on our original custom application," said Misko Pajkovic, Chief Information Officer for TitleMax. "Frankly, because the source code had no documentation, came with no support, and was developed in such a poor manner, it was more challenging than asking them to write it from scratch."

Using the knowledge gained from the original assessment, a TechDiscovery team consisting of a software engineer, configuration manager and quality assurance tester implemented significant changes that supported and validated the recommendations. It took just eight weeks to put the application, developed using MS.net framework, into production. "The new application was delivered in a short period of time, was stable, and used best business practices," continued Pajkovic.

The Result

TitleMax now has a stable, scalable application. TechDiscovery improved the accuracy, efficiency and performance of the system across the board.

"The original code was so convoluted that even a simple reporting change would negatively impact the system. For example, if legislative rules in Missouri changed, and the system was updated to reflect them, South Carolina would suffer," shared Pajkovic. "TechDiscovery conducted a very thorough QA process and their codes were released with the highest standards."

TechDiscovery also built-in a self-correction tool so employees in the field could run a simple diagnostic program on their computers that would quickly identify issues and how to resolve them. Not only did this tool diminished frustration, it reduced lost productivity and the number of phone calls to the help desk.

Finally, the fixes to the reporting system allowed TitleMax to generate the information they needed to run their business. Running reports no longer negatively impacted the system. The data was accurate and was able to be produced in a usable format.

For more information about how TechDiscovery delivers, manages and supports technology that is critical to enabling your business strategy, visit www.techdiscovery.com.