FCA SYSTEMS

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August 2024

AWS CLOUD CONSULTING AND DEVELOPMENT

SERVICES

Specialization:

Amazon Web Services (AWS) and Enterprise Solutions

AWS CONSULTING

expert advising on how to use AWS cloud services best to meet business needs

DEVELOPMENT & MAINTENANCE

building software solutions and ensuring continuous operation and improvement over time

DEVOPS

improving the time and quality of software delivery by integrating development and operations teams and processes
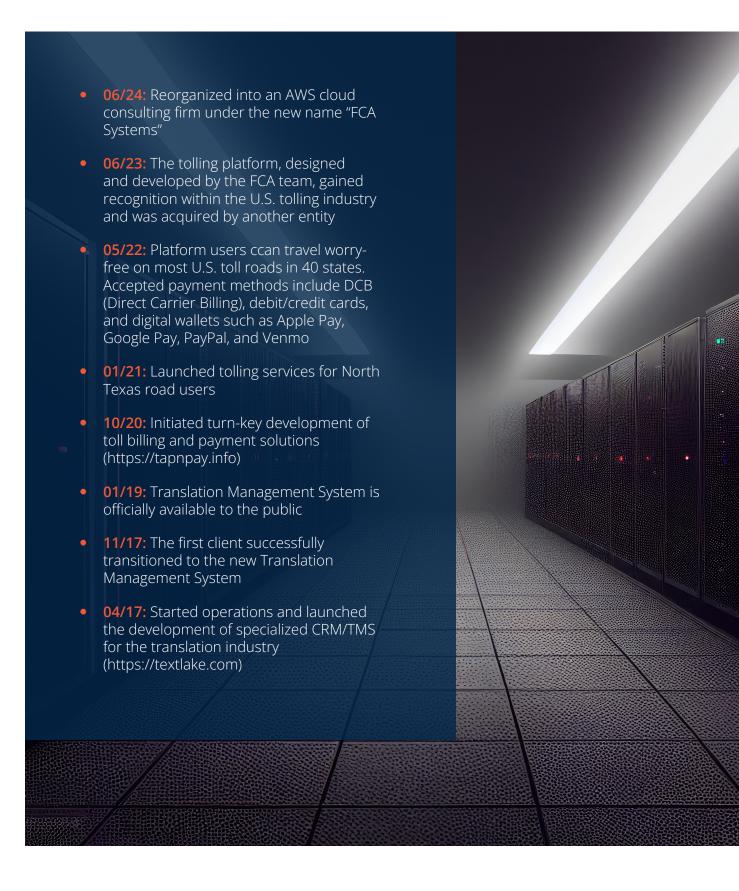
EVALUATION & ASSESSMENT

measuring alignment with business objectives to ensure they meet desired outcomes and standards

STAFFING

recruiting personnel on various terms to fill specific organizational roles

HISTORY

- **06/24:** Reorganized into an AWS cloud consulting firm under the new name "FCA Systems"

- **06/23:** The tolling platform, designed and developed by the FCA team, gained recognition within the U.S. tolling industry and was acquired by another entity

- **05/22:** Platform users ccan travel worry-free on most U.S. toll roads in 40 states. Accepted payment methods include DCB (Direct Carrier Billing), debit/credit cards, and digital wallets such as Apple Pay, Google Pay, PayPal, and Venmo

- **01/21:** Launched tolling services for North Texas road users

- **10/20:** Initiated turn-key development of toll billing and payment solutions (https://tapnpay.info)

- **01/19:** Translation Management System is officially available to the public

- **11/17:** The first client successfully transitioned to the new Translation Management System

- **04/17:** Started operations and launched the development of specialized CRM/TMS for the translation industry (https://textlake.com)

CASE STUDY - TAPNPAY, INC

tapNpay, Inc., now a leading billing facilitator for the toll road industry, struggled with outdated technology that prevented it from efficiently servicing road users and expanding to new markets. Recognizing the need for a digital transformation, it relied on the FCA team to redesign its legacy systems.

CHALLENGES:

- Existing systems were built on outdated technologies, making it extremely challenging to integrate new features and maintain optimal performance.

- The poorly designed systems limited the company's ability to scale and posed a significant risk to sensitive data.

- 24/7 operation was frequently disrupted by planned long-lasting downtimes and unexpected outages.

FCA APPROACH:

- **Comprehensive Assessment -** FCA Systems conducted a thorough assessment of existing systems, identifying areas for improvement.

- **Strategic Roadmap -** A detailed roadmap was developed, outlining a step-by-step plan to modernize the legacy systems while minimizing disruptions to daily operations.

- **Process Improvement -** Introduced Agile and Change Management processes aimed to boost responsiveness and quality control of product development.

OUTSTANDING OUTCOMES:

- Within the first three months, unexpected outages were nearly eliminated, and scheduled downtimes were shortened to mere seconds. Over time, the system evolved to achieve **zero downtime**.

- Automated testing replaced manual processes, and the implementation of continuous integration and continuous delivery pipelines enabled **Time to Market** to be achieved in **minutes**.

- The transformation of core system components into cloud-native architecture facilitated the adoption of **state-of-the-art security** measures, a significant **performance boost,** and enhanced **scalability** to handle unprecedented workloads effectively.

CASE STUDY - NS GROUP

NS Group, a translation management firm that has collaborated with thousands of translators, serviced tens of thousands of clients, and delivered international services for over two decades, encountered difficulties efficiently coordinating and overseeing projects. The absence of a robust collaboration tool resulted in communication gaps, project delays, and overall productivity decline.

CHALLENGES:

- Ineffective communication channels impeded the flow of information among team members, leading to synchronization challenges and impacting project completion time.

- Critical data was dispersed across multiple sources, frequently requiring manual transitions, thereby complicating accessing and analyzing information.

- The existing system was housed in a private data center with insufficient support.

FCA APPROACH:

- **Workflow Analysis -** FCA undertook a comprehensive analysis of the workflow, aligning current business processes with anticipated product functionality.

- **Automatization -** Focused on automating time-consuming processes and gathering team feedback on improvements.

- **Cloud Migration -** Adopted cloud services for secure data storage, guaranteeing reliable backups and enabling accessibility from any location.

OUTSTANDING OUTCOMES:

- Adopting cloud-based infrastructure led to quantifiable **cost savings** by eliminating the need for a private data center.

- The company's ability to offer secure, efficient, and flexible translation services distinguished it from competitors, resulting in an **expanded client base** and **increased market share**.

- Automating data ingress and payment processing minimized manual efforts, improved the accuracy of financial transactions, and led to **faster turnaround and reliable financial results**.

FCA
SYSTEMS

READY TO TAKE NEXT STEPS?

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