

Reference

Modernizing legacy student loan assessment systems with a migration to the Cloud

Faster access to education, seamless operational excellence and customer enablement

Atos

About the client

This is a not-for-profit government-owned organization administers loans and grants to students in colleges and universities in the UK. It is an executive non-departmental public body, sponsored by the Department for Education.

At a glance

The client engaged Atos in a project to modernize its legacy loan assessment system to the cloud using a phased approach for minimal disruption. The goal was to enhance operational efficiency and provide a seamless user experience, aligning with the customer's vision of becoming an 'enabler of opportunity' for students in search of financial aid.

Outcomes

- **CSAT Score of 9**
- **Cost savings of £10M**
- Helped support government policy changes and **roll-overs of loan products, loan sale projects and 3X yearly university payments**

Challenges

Loans laced with legacy difficulties

The client's IT infrastructure was laced with **legacy inefficiencies**. Some of the key challenges were outdated frameworks, limited documentation, and tightly coupled dependencies, including six shared applications via a common database and 22 integration points.

Another obstacle was the **technical hurdles** – monolithic applications, retrofitting compatibility, and managing ongoing modifications during transition phases. Incompatibility between legacy systems and cloud-hosted modules during migration may have added to the **integration complexities**.

Solution

Scalable, sustainable technology stacks

To minimize the risk and ensure a controlled transformation, Atos strategically began with the migration of a single product and domicile, targeting a smaller user group and fewer customer applications. This approach reduced potential customer impact and reputational risk while serving as a blueprint for scaling the modernization across other student finance undergraduate products. The successful end-to-end migration of application processing for this initial scope validated the phased approach and laid the foundation for a broader rollout.

Key transformation efforts included a complete overhaul of the technology stack. The UI layer was modernized using ReactJS, Redux, CSS, and HTML5. A major architectural improvement was the consolidation of multiple academic-year codebases into a single, scalable codebase powered by a redesigned assessment rule engine.

Results

Automate. Assess. Deploy.

The success of this project could be measured by the tangible benefits for the client and its end-users:

- Faster loan processing
- Improved reusability, maintainability and cost savings
- Enhanced platform flexibility and performance

Find out more

Atos provides end-to-end solutions, from strategic consulting and solution implementation to managed security services. Its proven, low-risk modernization approach has been a key success driver in global projects, minimizing customer impact and reputational risk. With this full-stack modernization and end-to-end technology transformation, Atos has redesigned the client's architecture, while positioning them for growth and scalability.

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Let's start discussion together



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