# CASE STUDY

# REDESIGNING A LEADING INNOVATION MANAGEMENT PLATFORM TO UNLOCK THE POWER OF COLLABORATION

CASE STUDY:

# REDESIGNING A LEADING INNOVATION MANAGEMENT PLATFORM TO UNLOCK THE POWER OF COLLABORATION

---

The client runs a premier innovation management platform and consultancy for businesses looking for a new way to collaborate across functions and hierarchies. EPAM has been partnering to provide IT support for the client's platform since 2014.

## THE BACKGROUND: DIFFERENTIATION VIA INNOVATION CREATES COMPETITIVE ADVANTAGE

The incredible power and scale of today's technology offers enterprises endless opportunities for innovation and subsequent differentiation, giving businesses a fresh shot at generating competitive advantage. In large enterprises, however, innovation often suffers when teams are siloed and corporate culture is unfavorable to employees who challenge the norm.

To break down these barriers, the client has created a virtual collaboration space for cross-functional teams to answer big questions, gather insights, and exchange ideas that spark creativity, which is the key to innovation for many organizations. As a direct result of using the client's platform, businesses have found the inspiration they need to innovate, conceptualize, develop, and launch new products and connected, groundbreaking services.

CASE STUDY:

# REDESIGNING A LEADING INNOVATION MANAGEMENT PLATFORM TO UNLOCK THE POWER OF COLLABORATION

## THE CHALLENGE: REDESIGN & RE-ENGINEER THE CLIENT'S PLATFORM

Over time, the innovation platform grew organically from its start as a small-scale Python solution. New features were added, new clients were onboarded, and, in 2014, the client realized that the existing solution was no longer able to fulfill necessary requirements. It was not scalable and flexible enough, as it was unable to adapt to a large range of client needs. Furthermore, the platform could not adhere to a single multi-tenant installation solution that would serve multiple clients while also guaranteeing data privacy and security, unique platform UI design, configurability, and customizability.

Seeking a technology partner to help redesign and re-engineer its innovation management platform and provide support for customers, the client reached out to EPAM to solve the following challenges:

• Enable new platform functionality through responsive design

• Migrate the non-scalable, legacy Python/AWS-based platform to a new platform with an optimized technology stack, improved stability, and enhanced scalability and configurability

• Integrate the platform with multiple client solutions, including SharePoint, Zapier, Typeform, Google Analytics, and others

• Configure the platform to offer feature configurability on a per-client basis with a customizable UI

• Implement new back-end features like visibility control, multi-role permissions, multi-SSO support, and others

• Deliver a customized version of the platform to support each platform client's individual needs

• Offer 24/7 support for both the platform and its users

## TECHNOLOGIES USED

---

- **AWS-HOSTED, UNIX-BASED SERVERS USING A RANGE OF AMAZON SERVICES**

- **TOMCAT 8-BASED APPLICATION AND NGINX-BASED WEB SERVERS**

- **JAVA 8-BASED APPLICATION**

- **MYSQL DATABASE**

- **ADDITIONAL TECHNOLOGIES:**

  - SPRING, SPRING MVC

  - RESPONSIVE DESIGN, HTML5, CSS3, SASS, JQUERY

  - ANSIBLE DEPLOYMENT AUTOMATION

  - SAML AND OAUTH BASED SSO INTEGRATION

  - GIT CODE REPOSITORY

CASE STUDY:

# REDESIGNING A LEADING INNOVATION MANAGEMENT PLATFORM TO UNLOCK THE POWER OF COLLABORATION

---

## THE SOLUTION: PROVIDING RESPONSIVE PLATFORM REDESIGN & ONGOING SUPPORT

Over the course of the engagement, EPAM utilized its consulting and development expertise to address each challenge according to the client's business needs.

Specifically, one of EPAM's biggest challenges was to complete a responsive redesign of the innovation management platform for both public crowdsourced initiatives and private enterprise collaboration environments. To support both use cases, EPAM completed end-to-end transformation to migrate the existing Python-based platform to JAVA and AWS cloud, as well as integrate client information to the new solution without losing any data. Along the way, EPAM collaborated closely with the client to support static content management.

With the platform redesign and migration complete, the engagement is still ongoing today. The EPAM project team maintains the following responsibilities for the client:

- Onboarding 1-2 new clients every quarter, each requiring different specifications, change requests, unique UI designs, and custom SSO integration and infrastructure

- Moving toward various multi-tenant and multi-lingual solutions

- Implementing cutting-edge application security requirements to satisfy the needs of the most demanding clients

- Orchestrating ongoing product improvement with new features and releases every 2-3 months

- Augmenting the existing 24x7 follow-the-sun support model

- Providing automated AWS services management

- Building multi-level user models that enable existing clients to share the platform with their own customers while fulfilling all privacy and security requirements

CASE STUDY:

# REDESIGNING A LEADING INNOVATION MANAGEMENT PLATFORM TO UNLOCK THE POWER OF COLLABORATION

## THE RESULT: THE GO-TO INNOVATION STATION FOR BUSINESSES OF ALL SHAPES & SIZES

EPAM's long-term partnership has enabled the client to establish itself as a proven leader in facilitating collaboration. Today, the client enjoys the following ongoing benefits from the engagement:

**Consistent business growth:** EPAM's support has helped the client onboard multiple new customers, including leaders in oil & gas, higher education, and financial services.

**Software development support:** The client maintains full access to EPAM's development, testing, and service desk capabilities, along with our ability to provide solution architecture expertise when new opportunities arise for product expansion.

**Future guidance:** EPAM is the client's trusted technology partner to support the future of the platform.

As a whole, the partnership is a great example of what can happen through open collaboration, and both parties are looking forward to continued success in the future.

## EPAM'S LONGSTANDING COMMITMENT TO INNOVATION

Beyond needing a partner with proven engineering and platform development expertise, the client chose EPAM for our longstanding commitment to innovation. For many years, EPAM has made innovation a priority both internally and externally, partnering with clients to help them become more innovative. We specialize in finding inventive solutions to client challenges, developing ideas into prototypes, PoCs, and MVPs, creating a culture of innovation by organizing hackathons and virtual challenges and managing long-term innovation programs.

If you're interesting in learning more about how a partnership with EPAM could benefit your business, please contact us today!