

Kensium Services

Kensium Discovery Service is a premier IT outsourced service provider for the top 25 law firms. Kensium has been managing 25+ customers, including their own IT application and Infrastructure portfolio.

Objectives

- Manage Business Information across 25 clients
- Gain efficiencies through scalability and reusability
- Reduce cost through economies of scale

Challenges

- Lack of scalable solutions to manage business rules
- Increased manual processes
- Suboptimal use of IT assets

Kaptia solution

- Transparency across entire customer base
- Services that are reusable and easy to update
- Governance framework that provides rigor and flexibility

Results

Increased the customer satisfaction rating from 3 to 4.5. Automated impact analysis to shorten the project life cycle by 20%. 10% increase in customer base keeping the same number of internal resources.

Overview

Kensium value proposition of managing its customers business processes and polices was put to the test, when the company experienced exponential growth in its customer base. Its existing processes did not allow for solutions that were scalable across customers, which resulted in suboptimal use of the company's IT assets. Kensium also needed to find a way to reuse its IT assets when addressing its customers needs, a move that would lower the company's operating cost. The company also saw an increased use of manual processes, which increased lead times and slowed productivity.

Approach

Kensium partnered with Kaptia to leverage their Business Technology Platform (BTP) solution to help address these issues. First Kaptia's solution enabled Kensium to migrate from its ASO architecture to the more efficient SAAS architecture. This change allowed Kensium to utilize its resources more effectively through greater efficiencies of scale. Second, Kaptia's BTP solution provided Kensium with the much needed governance and oversight that their current system simply could not handle. With this new governance structure, customer satisfaction improved as greater response time

Kaptia's solution also provided Kensium with a third benefit – better transparency within its customer base. This transparency allowed Kensium to re-use implementation solutions that were common for many of its customers, leading to less repeat work and increased productivity.

Results

Since Kaptia launched its product for Kensium, the company-wide overall productivity has increased by 25%.

The CEO partly attributed the following to Kaptia's product:

- 10% increase in customer base.
- 30% customer retention rate
- Increase in customer satisfaction rating to 4.5

What's Next for Kensium

Kensium is now working with Kaptia to extend their partnership so the company can maintain the improvements it has experienced so far. Kaptia is working on a customer portal for Kensium, which will enhance customer transparency through greater flexibility. The company is also working with Kaptia to develop a Request Staging Portal to better manage future customer needs across its customer base.

"Kaptia's Business Technology Platform allowed us to provide visibility to out 25+ customers needs across the globe, and helped us manage our operation efficiently." - Rahul Gedupudi, Kensium Discovery Services

