



**THE
CLIENT**

Federal Agency

Our systems integration partner had been awarded a contract by the U.S. Department of Veterans Affairs (VA) to modernize and enhance the existing loan oversight system. The solution improved the oversight capability over VA's loan systems, increased security, and reduced the costs to service and to liquidate VA-guaranteed loans. This project also modernized and replaced the legacy systems with a user-friendly web-interface and integration components to enable automated loading of events and updates from VA mortgage services. As part of the solution, our systems integration partner built a cloud-based system using platform-as-a-service and software-as-a-service technologies and leveraged the Salesforce Platform for the case management and workflow components.



**THE
TECHNOLOGY**

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- Software-as-a-Service
 - Platform-as-a-Service
 - Salesforce Lightning
 - Salesforce.com (SFDC) development and systems implementation
 - APEX Programming Language



**THE
CHALLENGE**

Our systems integration had partnered with three subcontracting firms that were named in their proposal to the VA. While these companies had mortgage industry experience, they lacked the staffing engine needed to support the project's Salesforce staffing needs. Since phase one of the project was to be completed in 18 months, there was added pressure to deliver an experienced Salesforce Lightning developer that could make an immediate impact on the project.



THE SOLUTION

After a quick analysis of the local Salesforce Talent landscape, it was clear to our resource delivery team that we would need to expand our search beyond the DC Metro region. The most important requirement for this project was to find someone who had an in-depth understanding of Salesforce Lightning development. Within a week of working with our client to fully understand the requirement, our team identified an expert developer, who happened to be located near Boston and had over 10 years of solid Salesforce development experience. Having worked primarily in the commercial sector, they also had the experience to work in a fast-paced environment.

Our prime integration partner moved to conduct a round of in-depth interviews. After debriefing with our team, they moved forward in hiring them to join the project. Our consultant was quick to pick-up the scope of the project and was able to contribute in the following areas:

- Created lightning apps for the VA Loans Program
- Created custom page layouts, objects, fields, lightning community pages and lightning pages to enhance the functionality of the solution
- Performed code reviews for team members
- Worked on an agile team with 2 week development sprints



THE SUCCESS

Our Salesforce Lightning consultant played a key role in the on-time rollout of Phase I of the project, and received excellent reviews from our client. The solution was also delivered as a Mortgage Industry Standards Maintenance Organization (MISMO)-compliant, enabling the VA to move to standardized reporting and data exchange formats that align to the mortgage industry.

Given our success in supporting their Salesforce needs, our prime integration partner also engaged us to find additional Oracle ETL talent for their reporting needs—and we delivered! Our prime integration partner continues to turn to us based on our just-in-time talent delivery model and how we seamlessly augmented their existing team of partners.