Insight AI

CLIENT STORY

Accelerating Global Operations: Insight AI Powers ActiveOps' SaaS Transformation



Software & IT Services

Story Snapshot

ActiveOps, a global leader in Decision Intelligence for operations, sought to enhance its SaaS platform to meet rapidly changing customer requirements. By partnering with Insight AI, ActiveOps rapidly scaled its development capacity, delivering advanced features and improved platform reliability. This collaboration resulted in faster product rollouts, increased customer satisfaction, and expanded market reach.

The Challenge

ActiveOps faced a shortage of experienced developers in their local talent pool, limiting their ability to scale development and meet tight deadlines for product enhancements. The need to quickly expand capacity without compromising quality or exceeding budget was critical, especially given the competitive nature of the service operations management sector. Constraints included the necessity for seamless integration with in-house teams, adherence to established processes and standards, and rapid delivery to align with customer expectations and market demands.





The Solution

Insight AI provided a dedicated team of highly skilled developers who integrated directly into ActiveOps' in-house teams. These developers worked on enhancing and scaling SaaS platforms, including ControliQ and WorkiQ, and contributed to the development of advanced features such as AI-driven analytics and real-time operational insights. The solution leveraged a flexible staffing model, allowing ActiveOps to expand development capabilities efficiently. Key technologies included .Net 9, React (Javascript), MS SQL Server, and Azure, with a web API architecture combining clean and vertical slice approaches alongside microservices. The solution was custom-built to ActiveOps' requirements, ensuring full alignment with their workflows and business objectives.

Results

ActiveOps achieved accelerated product development timelines, enabling faster delivery of platform features and updates. The additional development capacity supported a growing customer base without compromising quality. Cost savings were realised through reduced recruitment and onboarding expenses, while improved development cycle times enhanced operational efficiency. Customer satisfaction increased due to timely updates and new features, and ActiveOps maintained its competitive edge in global markets.

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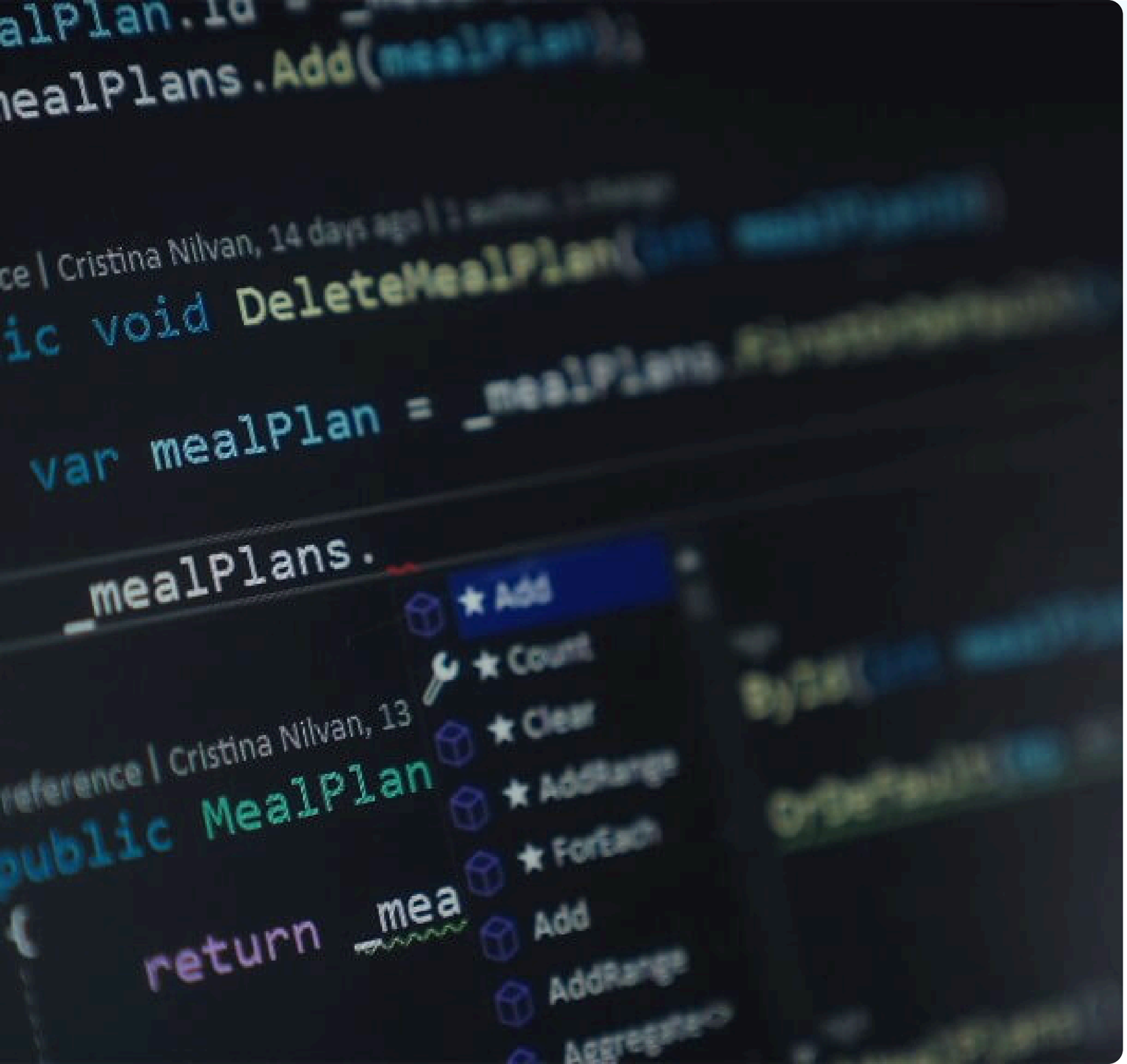
Billion customer activities tracked each year by ActiveOps' platforms

150

Million hours of customer employee capacity managed annually

40

Number of countries where ActiveOps' solutions are used



Technical Highlights

Insight AI adopted an agile development approach, with weekly stand-ups and progress reviews to ensure alignment. The project spanned approximately 38 months, with a full-scale release strategy. Integration with legacy systems was managed through seamless onboarding and adaptation to ActiveOps' tools and workflows. Quality assurance included comprehensive guides and documentation, and robust project management tools facilitated cross-team communication and scheduling across global locations.



Why Insight AI?

We were chosen by ActiveOps for our proven expertise in delivering skilled IT professionals and high-quality software development services. Our ability to align with ActiveOps' company values fostered effective collaboration and understanding of their business goals. We offered the flexibility to scale resources as needed and adapt to evolving requirements, all within a cost-efficient model. Our deep experience in service operations management and our nearshore delivery approach made us the ideal partner for supporting ActiveOps' global ambitions.

Insight AI

Thank you for reading

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