



## CASE STUDY

# Staff Augmentation Services for Fidelity

### THE BASICS

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Client: Fidelity National Information Services, Inc.

Industry/Sector: Mortgage

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## Introduction

Fidelity National Information Services (Fidelity) is part of the S&P 500. Fidelity has been named the #1 banking technology provider and the #2 overall technology provider in the world by American Banker and Financial Insights (FinTech 100).

EMPOWER, a leading LOS system by developed Fidelity, is based on .NET3.0 technology, like Windows Workflow Foundation (WWF) and Windows Communication Foundation (WCF). The EMPOWER architecture is highly sophisticated and requires a solid understanding of software architecture, patterns, and practices as well as third-party tools, like Infragistics tools, Avanade Components, etc. Any EMPOWER development requires deep insight on all of the above as well as domain expertise.

**CCS**  
GLOBAL TECH

**FIS**

# The Challenge

Fidelity came to us looking for technology professionals who could supplement their in-house team working on their EMPOWER application. They needed a diverse pool of consultants to:

- facilitate EMPOWER application development.
- ramp up their development efforts.
- aid in customizing their existing EMPOWER framework.

Fidelity was struggling to find skilled consultants who could understand the EMPOWER architecture and .NET technology to produce cost-effective, timely customizations. The appropriate consultants also had to have Mortgage/Financial industry expertise to facilitate rapid knowledge transfer and ramp-up.

# What We Did

With extensive experience in the Mortgage and Finance sectors, we had a deep pool of talent on hand to immediately draw on. We sourced professionals who met Fidelity's needs and assembled a team who were onsite and ready to go day-one.

We delivered:

- Adequately experienced professionals who required a minimal learning curve.
- The number of consultants needed to help with EMPOWER development, implementations, and customizations
- Technology professionals who kept Fidelity's EMPOWER project on time and on budget

# Why They Hired Us



Deep experience in today's technology trends, applications, and tools and how to effectively apply them to any industry.



Creative IT solutions tailored specifically to our client's situation, timeline, and budget.



Customer service; we listened, we collaborated, and we created a solution that met our client's needs.



Proven expertise; we have 20+ years in the technology sector working with organizations around the world.

## The Results

The result was a project that kept moving forward efficiently and effectively. The project experienced no downtime. Our consultants collaborated with the in-house team to develop sensible workflows that allowed Fidelity to meet their customers' needs for EMPOWER implementations while simultaneously improving the product.

*"CCS Global Tech with its expertise in the Mortgage and Financial industries facilitated EMPOWER software development using a pool of skilled resources with expertise in .NET2.0/ .NET3.0."*

- Fidelity National Information Services technology leader



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