



Customer Story

CORPORATION SERVICE COMPANY

Delivering more collaborative customer services with Bonita

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Our business revolves around customer service – that’s what we pride ourselves on. We want to use Bonita to help us deliver a more collaborative customer service experience. We believe Bonita can help us take our customer service levels up a notch, even higher than it is today.

Bonita was in our sweet spot. In terms of the ease-of-process development, the accessibility of the technology stack, and the ability for us to reuse or clone solutions that we found useful, we felt the overall value was just what we were looking for. Bonita rose to the top.

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Doug Farmer

IT manager/architect,
Corporation Service Company



At a glance:

Corporation Service Company (CSC) provides business, legal and financial services worldwide. The company helps form corporations and LLCs, maintain their good standing in thousands of U.S. and international jurisdictions, and manage their annual reports, business licenses, permits and many other corporate filings. The company also serves as a registered agent for companies, and helps their legal departments maintain and manage sensitive data including service of process, contracts, and documents related to mergers and acquisitions.

Challenges

CSC needed:

- to develop processes for each customer interaction, with subsequent review and revision based on each customer's needs
- a tool that would allow them to develop solutions on top of applications, and develop new architectures to facilitate process flows
- to find a BPM solution easy enough for Business Analysts to work with, but also technical enough for developers to easily create a sophisticated solution on top of a technology stack
- to be more agile and with a tool to help better collaborate

Benefits

CSC can now:

- seamlessly implement a large number of connectors
- implement a wide variety of connectors, including some that interact with JMS queues, others that receive messages from an email box, others that push and pull data from a database, connectors to other internal services, and that tap into Salesforce and other back-end systems
- set up processes not only for internal users but also for external customers
- measure success task-by-task
- monitor a number of Key Performance Indicators (KPIs) with Business Activity Monitoring to better increase their productivity and efforts in working towards a greater customer service experience

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Developing monolithic applications is a challenge. In the past, we didn't try to model our processes because we didn't have BPM tools in-house.

We'd sit down and talk about the flow and process, but getting the job done would take a very long time.

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Doug Farmer,
IT manager and architect, CSC