

Future-Ready Digital Portal

DIGITAL TRANSFORMATION SPECIALISTS

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Success story

The Challenge

IFGL, a global financial services provider managing 216,000 customers and £26 billion in assets, was struggling to manage and unify multiple acquired brands into a single, secure Digital Portal.

The issues were disparate and disjointed operations, sluggish advisor engagement, outdated customer interactions, and the inability to create new growth opportunities.

The Solution

Following an extensive and detailed consultative process, IFGL appointed Unipro to deliver a modern, scalable hybrid solution through a combination of core development (using an OutSystems low code platform) and AGILE methodology.

Key activities included:

Discovery & Alignment: conducted workshops to align stakeholders on the portal's value proposition, vision, and personas. Service Design techniques were used to map services and dependencies

Service Mapping & Analysis: utilised Event Storming and Value Stream Mapping to identify service workflows and inefficiencies across customer journeys

Rapid Design Sprints: focused on high-priority areas like Investment Plan Enquiry Services, Permission Management, and Online Investment Applications, creating quick prototypes in OutSystems to validate ideas and demonstrate rapid delivery

Key Outcomes

Prioritisation: identified and focused on high-impact features for the initial release

Technology Validation: demonstrated the speed and efficiency of OutSystems for development

Seamless Integration: provided a clear view of customer-facing services and the supporting tech stack

Agile Alignment: established an iterative, user-focused development approach for teams

Accelerated Delivery: delivered high-fidelity prototypes quickly, showcasing a tangible proof of concept



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Big enough to deliver
Small enough to care

Transform Your Digital Services

By combining service design, rapid prototyping, and strategic alignment, this engagement provided a clear roadmap for a unified Digital Portal. The result: streamlined operations, improved customer experiences, and a foundation for sustainable growth. Ready to transform your digital services? **Let's talk.**

Contact us today to learn how we can enhance your testing processes.