



Streamlining Development and Enhancing UI:

How a Pension Agency Upgraded to MVVM with Sagitec



About the Client

A large, statewide public pension fund provides benefits and access to post-retirement public school employees through Sagitec's Neospin™ platform. Neospin™ is a pension administration software that is a fully integrated, browser-based software system with comprehensive functionality for administering pension benefits. This fund holds billions in assets, maintains hundreds of thousands of active and retired members, and is one of the largest in the state.

Problem Statement

Pension fund members encountered limitations in accessing their benefits portal on various devices. These limitations led to suboptimal user experiences. Further, the Webform architecture hindered the desired responsiveness and adaptability crucial for modern digital interactions.

The client faced the following challenges in providing a quality user experience for its members:



Device Compatibility

The existing Webform structure struggled to seamlessly adapt to various devices, resulting in distorted layouts, truncated content, and compromised functionality. Accessing the member self-service portal from mobile devices, such as tablets and smartphones, led to usability issues that undermined the portal's accessibility.



Limited Interactivity

The static nature of Webform restricted interactive features and dynamic content presentation. This limitation curtailed the member self-service portal's ability to deliver engaging experiences or encourage the exploration of advanced functionalities.



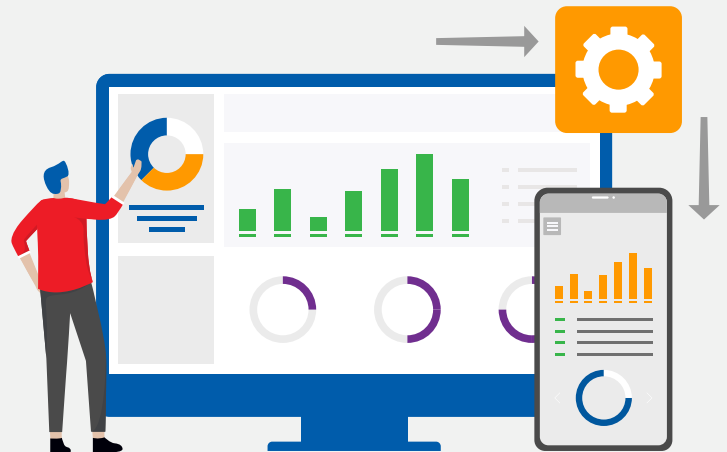
Cumbersome Navigation

Navigating through the Webform-based interface proved cumbersome due to its dated layout. The lack of intuitive navigation hindered the effective utilization of the platform's features, leading to frustration and decreased productivity.

Solution

Recognizing the need for an enhanced UI and improved cross-device responsiveness, the client partnered with Sagitec to transition to **Model-View-ViewModel (MVVM)** architecture. The aim was to address the immediate user interface concerns and future-proof the platform, **ensuring seamless adaptability to evolving technological landscapes and user expectations.**

Recognizing the need for an enhanced UI and improved cross-device device responsiveness, the client worked with Sagitec to perform a conversion of its Line-of-Business (LOB) application, Employer Self-Service (ESS), and Member Self-Service (MSS) portals to Sagitec's MVVM platform. The client began with the MVVM upgrade in Nov 2022 and went live in July 2023.



The following is the list of features included in the MVVM upgrade:



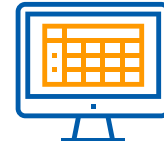
UI Changes

New looks for the LOB and a new menu with a vertical transition. New login pages for LOB and ESS.



Grid Features

New smart grid handles pagination, sorting, global search, and filter boxes. Further, the results on the Lookup result screen can be grouped and dragged as a column above the grid.



Enhanced User Preferences Screen

Users can set customized grid settings on the login screen and landing pages. View and edit functionality features are available to help enhance the user experience.



Landing Page Configuration

Users can set specific screens to be their preferred landing page through the user preferences. Admins are also able to control these preferences through their user roles.



Enhanced Caching

New save button helps to remind the user about any unsaved changes. Additionally, users can navigate to different screens without saving or losing any data.

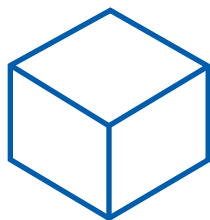


File Uploads Screen

New drag-and-drop file feature enables users to upload documents to their portal.

Success Metrics: Performance Improvements

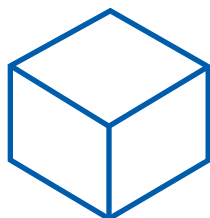
The transition to the Model-View-ViewModel (MVVM) architecture ushered in notable enhancements in key performance metrics, delivering a more responsive and efficient user experience.



01

Optimized Login Time

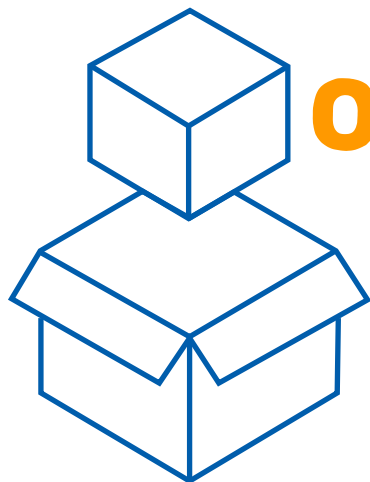
One of the significant success metrics was the optimization and improvement of the login process. Users experienced streamlined and expedited logins, reducing the time required to access the platform. On average, **the action time was improved by 0.5-1.5 seconds**. The MVVM architecture allowed for more efficient handling of authentication processes, contributing to a smoother user onboarding experience.



02

Faster Response Time for Save Operations

The MVVM upgrade yielded substantial improvements in the response time for critical operations, particularly during save operations. Compared to the previous version, **the MVVM upgrade led to a 30-40% improvement in response times**. Users benefited from a more rapid execution of tasks involving data saving, enhancing productivity, and reducing the likelihood of disruptions during data input.



03

Reduced Calls Between Browser and Web Server

A pivotal aspect of the performance enhancement was achieved by minimizing the calls between the browser and the web server. **The MVVM architecture facilitated a more optimized communication flow**, decreasing latency and enhancing the application's responsiveness. These performance improvements collectively signify the tangible impact of the client's MVVM upgrade on the platform's efficiency, responsiveness, and overall user satisfaction.

About Sagitec

Sagitec is a global software provider focused on solving complex, business-rule-driven problems with domain experts and proven technology. They serve some of the largest pension organizations in the world. The fully integrated, web-based pension administration Neospin™ solution is powered by Sagitec's low-code/no-code platform and supports millions of plan participants, many thousand employers, and administers multiple types of pension plans: defined benefit, defined contribution, provident, cash balance, hybrid, and Taft-Hartley.

In addition to serving the pension industry, Sagitec Solutions designs and delivers software solutions for unemployment insurance, paid family medical leave, disability insurance, and healthcare. With deep industry experience in software implementation and systems integration, project management, knowledge management, predictive analytics, chatbots, cloud services, consulting, hosting, and software support, Sagitec is a partner clients can trust to drive their vision into action. For more information, visit: www.sagitec.com.