

Software provider builds a modern data & AI foundation to accelerate growth in regulated financial services

Background

This company is a long-standing software provider serving banks and financial institutions with appraisal and asset management solutions. For more than 30 years, the company has supported lenders, appraisers, and asset managers by streamlining complex, highly regulated appraisal workflows.

The company's platform is actively used by credit and appraisal officers to manage both residential and commercial property appraisals, including time-sensitive scenarios such as natural disaster assessments. Today, the platform supports approximately 2,000 appraisal requests per day across 80 customers, making reliability, compliance, and scalability critical to the business.

Challenge

As the company looked to the future, its leadership recognized that the existing technology foundation was limiting how quickly the business could innovate and grow. Key challenges included:

- **Slow modernization cycles**, driven by a legacy architecture and increasing regulatory complexity
- **High manual effort** required to prepare and manage data for analytics and emerging AI use cases
- **Difficulty scaling** insights across customers due to the absence of a centralized data foundation
- **Pressure to differentiate** in a competitive banking technology market by delivering insights and automation that customers could not easily build themselves

The company needed a modern approach that would allow it to innovate confidently without compromising compliance, reliability, or customer trust.

Solution

RapidScale partnered with the client to design and build the **foundational components of a new Data & AI platform on Amazon Web Services (AWS)**, aligned with the client's business roadmap. Rather than attempting to deliver everything at once, the engagement focused on:

- **Establishing a central data foundation to bring consistency and structure to appraisal and tenant data**
- **Enabling faster access to insights for internal teams and, eventually, customers**
- **Preparing the organization for AI-driven capabilities without introducing unnecessary risk or complexity**

This approach allowed the company to modernize in a controlled, compliant way while maintaining momentum across product and engineering teams.

Key outcomes



Reduced manual data preparation, freeing internal teams to focus on higher-value analytics and machine learning initiatives



Improved reliability and consistency for data supporting regulated banking workloads



Faster time to insight, enabling earlier visibility into utilization, operational performance, and market dynamics



A scalable foundation for future offerings, positioning the company to expand its platform with advanced analytics and AI-enabled features



A clear path toward new revenue opportunities, including the potential to extend Data & AI capabilities across additional industries in the future

The initial engagement was delivered over an estimated **12–15 weeks**, providing the company with tangible progress while aligning with its operational and regulatory constraints.

Why RapidScale?

The company was introduced to **RapidScale** through AWS, which recommended RapidScale as a trusted partner based on its experience delivering complex, regulated data and AI initiatives. What ultimately set RapidScale apart was not just its technical depth, but also its ability to clearly connect **technology decisions to business outcomes**. RapidScale helped the company understand not only how to modernize, but why each step mattered for long-term growth and product differentiation.

RapidScale approached the engagement with a phased, outcome-driven strategy designed to deliver immediate value while laying the groundwork for future expansion.

This engagement highlights how RapidScale helps established software providers:



Modernize responsibly in highly regulated industries



Turn data and AI initiatives into real business differentiation



Deliver value incrementally, without disrupting core operations



Build platforms designed not just for today's needs, but for future growth and expansion

Speak to a RapidScale cloud expert today: meet@rapidscale.com

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