Quest Helps Infinity Enterprise Lending Build New Software

"We're trying to help the financial industry replace its legacy systems and embrace the modern technology that makes lending and borrowing money better for everyone," says Alexx Leyva, COO of Sparks, Nevada-based Infinity Enterprise Lending Systems.

That commitment has driven Infinity, the leading FinTech software provider in the alternative credit lending industry for nearly two decades, to undertake development of a next-generation lending platform.

"Our original software platform, which was developed nearly twenty years ago," Alexx explains, "just couldn't deliver the level of software functionality that we wanted to offer."

Although updated constantly, Infinity's existing software had not been built utilizing modern DevOps and Agile principles, he notes. Realizing the benefits of incorporating standardized infrastructure and code practices, the company began the effort, but lacked the necessary in-house expertise and resources.

Finding the right technology partner

Soon the project's already tight deadlines began to slip, so Infinity reached out to Quest for assistance with various needs related to enterprise architecture, application development, data modeling, and staff augmentation.

After meeting with Quest's Application Development Program Manager, Rich Williams, and Scrum Master Hung Giang, Infinity knew they had found their technology partner.

"Quest rushed things for us because of our tight deadlines," reports Alexx. "They got really hands-on, fleshing out what the project would entail and mapping a plan of execution."

Meeting critical needs with talent and hard work

Although the timeline turned out to be a bit too ambitious, given the complexity of the project, the teams from Infinity and Quest worked seamlessly together and have met all of Infinity's critical needs — a milestone Infinity CFO Ryen Leyva credits to both Quest's depth of talent and work ethic.
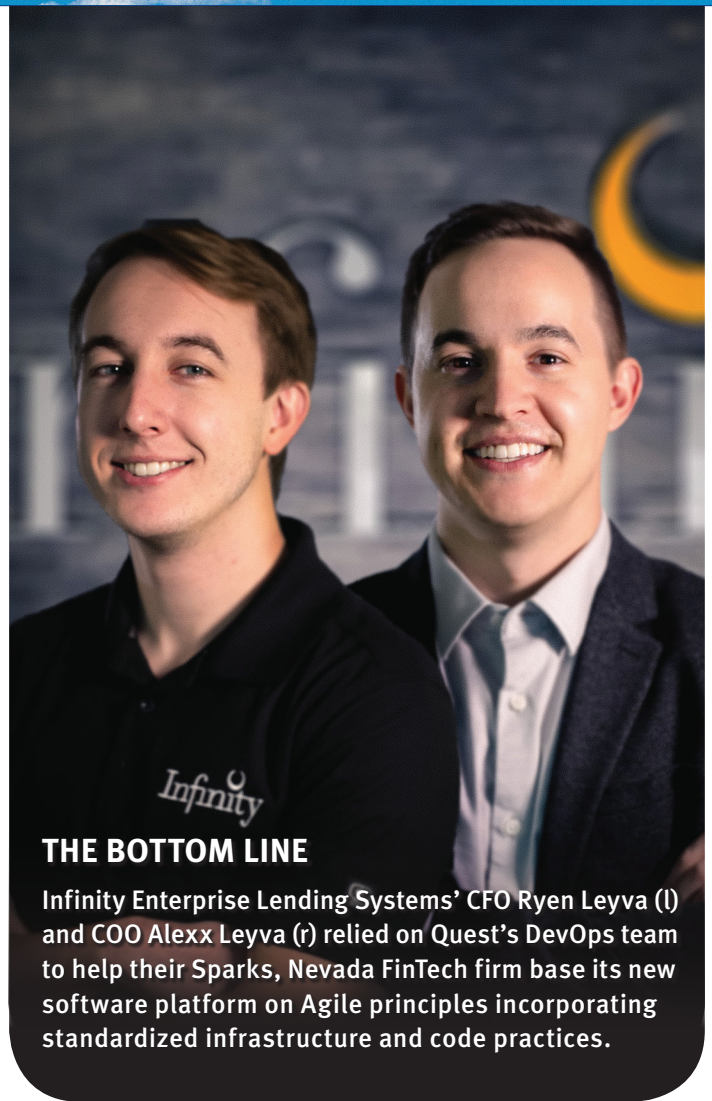
THE BOTTOM LINE

Infinity Enterprise Lending Systems' CFO Ryen Leyva (l) and COO Alexx Leyva (r) relied on Quest's DevOps team to help their Sparks, Nevada FinTech firm base its new software platform on Agile principles incorporating standardized infrastructure and code practices.

IN THIS ISSUE
Quest helps Infinity develop the next-gen software it needs

No Application is an Island

When it comes to getting the DevOps help you need, you may be tempted by vendors offering low prices, typically because they have a narrow, app-only focus.

Maybe this will work for you — if you already have the resources necessary to ensure that the application being developed plays well with the rest of your IT infrastructure.

Keep in mind that with an app-only developer, you must manage the AppDev project yourself. You, not the coder you hire, must understand, anticipate, and adapt to the app's impacts on your security, network bandwidth and access, routing structure, databases, other apps, cloud services, and much more.

Should the app not perform as expected, it'll be up to you to figure out why. Maybe it's the app — but maybe it's due to conflicts with another element of your infrastructure. Your app-only coder won't know.

Fortunately, there's an alternative: engage an application development service provider that's not only experienced in DevOps but also fields a comprehensive range of IT solutions and maintains a stable of experts able to take on the intricacies of managing AppDev projects.

The right AppDev provider will be able to assess your IT infrastructure before building your app to reduce unwelcome DevOps surprises — and will have the expertise on hand to resolve any problems, regardless of where they may originate.

CHECK OUT MORE OF TIM'S THOUGHTS AT
https://www.questsys.com/CEOBlog/

Quest helps Infinity build new software *(continued from page 1)*

"We struggled to find competent developers who could keep up with our technical demands," Ryen says. "Quest has the cream of the crop, and they've done an outstanding job bringing in top people to work with us. The Quest people brought a whole new meaning to 'working hard.'"

Quest's hands-on flexibility and transparency

As important as technical and project management expertise were to the project's success, Alexx and Ryen point to Quest's flexibility and transparency as equally essential.

"Quest did more for us than software development," Alexx points out. "They spent time understanding the unique needs of our business model, and because of their flexible approach, they've been able to adapt whenever necessary to our needs."

> " The Quest people brought a whole new meaning to 'working hard.' "

Transparency, adds Ryen, is another area where Quest shines. "The review process is outstanding," he says. "We have a morning call with developers and an afternoon call with the entire team. It's been extremely hands-on the entire way."

Quest DevOps: caring about quality of code

Ryen and Alexx encourage any software company that wants to develop better-quality software in a reasonable amount of time to partner with someone like Quest.

"Yes, there's a cost," says Ryen. "But compare the cost of developing in-house, the time to ramp-up a team, and so on, to the expertise and knowledge you get from a Quest engagement. Quest is the best solution."

Alexx agrees, but cautions that not all DevOps engagements are the same.

"Too often," he says, "external DevOps teams don't care about quality of code. They just want it done so they can move on to the next project. It's all low quality and not focused on the needs of the customer at all.

"Quest is the only company we've ever seen that doesn't do it that way. They are fully invested in their people and their customers. They've gone above and beyond to make sure we're following best practices and to ensure we can maintain those principles once the Quest team has left. This is unique. I think this is why Quest is the leader in what they do."

Quest's Application Development Services:
A proven, security-aware AppDev process

Quest's application development teams know how to create the effective software solutions you need to achieve your business goals using US-based project managers and cost-effective onshore, nearshore, and offshore resources.

Whether your project focuses on mobile apps or database servers, our extensive software and industry expertise as well as our impressive record in software development and integration means your AppDev project gets completed at minimal cost, time, and risk.

A full range of AppDev capabilities
We work closely with your business in ways that suit your needs so you benefit from our proven, security-aware AppDev process:

›   *Strategy first.* Quest will handle your project with the AppDev strategy that ensures your milestones are met and ROI is retained, whether that involves an agile approach or classic application lifecycle management.

›   *Assessment and validation.* Our business and development experts ask questions germane to quickly understanding your needs, then use your answers to scope and document an effective solution.

›   *Concept/design.* Our engineers create a development design document that includes timelines, deliverables, and cost estimates.

›   *Development agility.* Next, your apps are developed, tested, released, and documented according to the options you choose. We make sure you have plenty of opportunities to review your apps and provide feedback, which we immediately incorporate.

›   *Testing/QA.* We deploy your apps into a beta environment for user testing, load testing, and quality assurance, providing you with the results and working with you to review and finalize app documentation.

›   *Production/launch.* At this stage, we complete final testing and assure stability before deploying your apps to one of our many data centers, your site, or another channel of your choosing.

After app development
Quest can design a dynamic and comprehensive plan for maintenance and support of your applications, whether you want to handle it yourself or would rather not be involved at all.

Our application support teams include developers proficient in all of the most common development languages and platforms, and our app support can be customized to meet your particular needs, from database and application maintenance through the entire lifecycle of updates and enhancements.

Quest can also take on the arduous, yet critically important, security tasks of vulnerability identification and remediation, which we offer as a customizable service that spans both application scanning and network scanning.

DID YOU KNOW?

Eight Questions Your AppDev Partner Should Ask You

Although it may seem counter-intuitive, when it comes to forming a productive application development relationship with a dependable partner, your first concern should not focus on the hiring of programmers. Instead, listen for these questions and concerns from any AppDev providers you may be considering:

1   From a business perspective, what are you trying to accomplish with the new applications you want?

2   How do you see the interrelationships between this application development project, your technology infrastructure, and your business organization?

3   What kinds of security requirements will the newly developed applications have to address?

4   Who in your organization will manage this AppDev project?

5   Who will manage the deliverables? (Note that this is not the same as managing the project itself.)

6   What is the time frame for your AppDev project?

7   How do you think the applications being developed should be tested and vetted?

8   How and where do you want your newly developed applications to be implemented?

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What's New...

Quest Leads Again, Including with a New Website

Quest Named to CRN MSP 500 in the Elite 150 Category

Yet again, Quest has been recognized as a managed service provider leader by CRN, a media outlet of The Channel Company, with its inclusion in CRN's 2019 Managed Service Provider (MSP) 500 list in the Elite 150 category.

In particular, CRN's MSP Elite 150 list recognizes the leaders among large, data center-focused MSPs offering a strong mix of on-premises and off-premises services.

"With Quest, organizations can integrate their existing systems and business uses with powerful emerging technologies," notes Quest President and CEO Tim Burke. "Our IT support services can increase IT security, lower costs, sustain your business continuity, help you mitigate the impacts of disruptions, and make your IT environment easier to use and more accessible."

Quest Launches Its New Website

Check out Quest's new website at **questsys.com**.

Now completely revamped, **https://www.questsys.com** features a clean, uncluttered design, improved functionality, compatibility with all mobile devices, and enriched content segments that give you quick and easy access to Quest resources as well as relevant and comprehensive information. These include:

› Requests for Incident Response assistance;
› Ability to sign up for Quest's wide-ranging Assessments and resultant reports;
› Resource filters and search functions that enable you to narrow your searches by service or industry; and
› Access to Quest's highly informative CEO blogs, customer success stories, newsletters, solution briefs, press releases, videos, and other rich content resources.

"We're excited to debut our new company website to our customers, partners, media, and visitors who wish to understand the breadth of Quest Technology Management's products and services," says Tim. "We believe visitors will enjoy both a highly informative and pleasing experience, which is the baseline of our motto, 'How can we help?'"

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