

# valantic



CASE STUDY

# Building a Better Future



INNOVATION  
AWARDS



# About



## About CSA Group

CSA Group is a global provider of testing, inspection and certification services for products from a wide range of market sectors, and a leader in safety and environmental certification for Canada and the US. As one of the largest standards development organizations in North America, CSA Group understands the recognized benchmark that a standard sets – a benchmark that products can be tested and certified to – opens international doors for those products. CSA’s certification mark appears on billions of products worldwide.

### Industry

Services - CSA is a 100 years old company with 35k customers in 14 countries

## valantic develops new app for CSA Group powered by the OutSystems low-code platform: 4 times faster and 30 times less complex than the alternative

To meet an aggressive timeline and project budget, the CSA Group partnered with valantic to develop an Accessibility Certification Registry application that streamlines the process of inspecting and scoring buildings. It was delivered in 16 weeks by 4 developers and, in less than 6 months of going live, there are over 1000 assessments being processed through the new app. With more buildings going through the assessment process, helping remove barriers and liberate the potential of people with disabilities is taking a leap forward. All of this with low-code at the service of legacy systems modernization.



# Challenge

CSA is a 100-year-old Canadian organization focused on developing standards for safety and sustainability. It has 9000 members, 3000 standards and codes in circulation, 35,000 customers, 2000 employees, and 39 offices across 14 countries.

## Problem

- No automated way to support the scoring and final grading of a building
- Paper-based process was slow and cumbersome
- Legacy systems were large, monolithic and difficult to use
- Traditional development would take at least 6 months and it was critical to have the job done much faster

“As a company, one of our offerings is to develop web applications for clients relevant to our industry. Their immediate expectation is that these apps have the Apple or Amazon experience, and the reality is that our legacy systems have been very large, monolithic and difficult to use. So, as an organization, we recognized the need to invest in the digital experience layer to sit on top of our platforms or independent of them,”

explains Farukh Javed, Chief Digital Officer at CSA Group.

Initially, CSA was thinking of partnering with creative agencies to develop this digital experience layer, but the proposals involved an effort of 6 to 10 months and required 15 to 30 different kinds of technology to work together. It was too much risk, and CSA decided to look for alternatives. The OutSystems low-code platform was one of them and was picked as the technology solution.



# Solution

CSA Group selected valantic, an OutSystems Elite Partner, to develop the new user-centric app and meet an aggressive timeline and project budget. The goal was to automate the process of inspecting buildings for accessibility and recognizing those that meet or exceed existing standards, actively contributing to removing barriers and liberating the potential of people with disabilities.

The new Accessibility Certification Registry is a web-based platform with a public listing of certified buildings and a back-office management application. The back-office application supports a complex survey that is invoked by automated processes where building owners can self-register and request the assessment process. Once the assessment is underway, the assigned surveyor follows an online assessment process that records findings in the new application. When complete, a thorough review of all information is performed by an adjudicator, and the system automatically generates a scorecard based on the certified ratings, which is then sent for an additional level of completion checks by CSA staff.

## Solution

Accessibility Certification Registry app developed by valantic based on the OutSystems low-code platform

**In the end, the assessment findings are published in a public portal that can be viewed at**

<https://rhfac.csaregistries.ca/Accessibility>



**Farukh Javed**

Chief Digital Officer, CSA Group



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# Solution

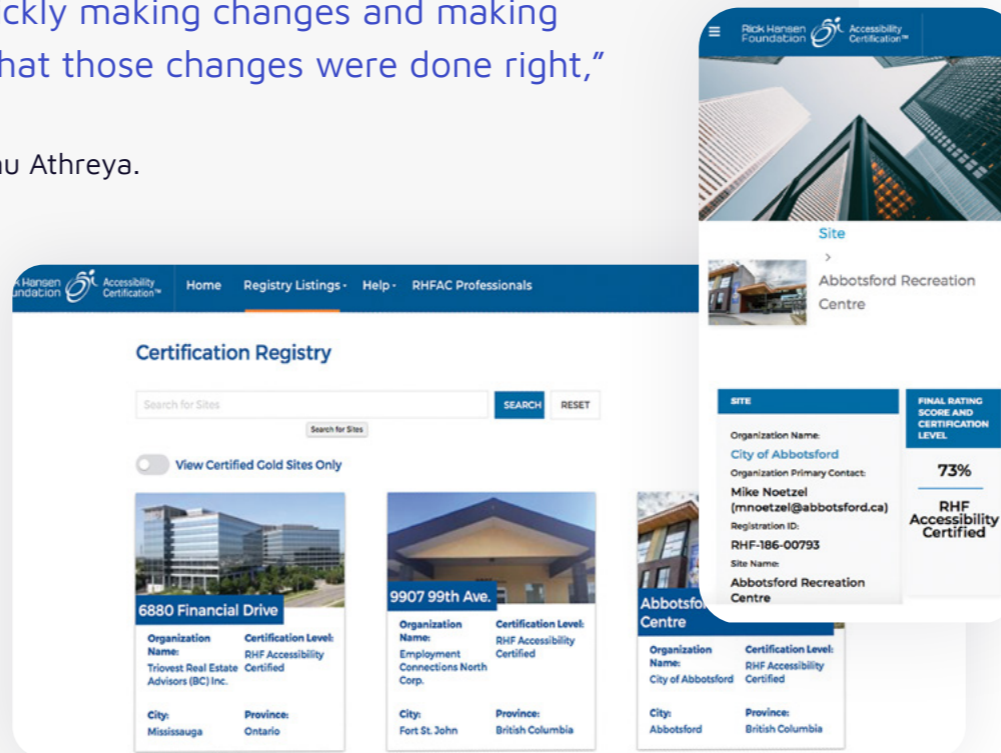
According to Vinu Athreya, Senior Application Specialist at CSA Group,

“The application that we wanted to deliver was on a very tight timeframe. We were able to engage with valantic and deliver the product from start to finish in just 16 weeks. As with any IT project, there’s always some hiccup that shows up at some point. Ours came in the form of a big data model change, but valantic was able to adapt using the agility of the OutSystems low-code platform and still manage to deliver the product on time and within budget.”

In less than 6 months, the app had over 1000 users registered and 800 buildings going through the whole registration process.

“Once we went live with the building accessibility registry with the power of OutSystems and the expertise of valantic really proved its value, our post-production tuning helped us greatly improve adoption by quickly making changes and making sure that those changes were done right,”

said Vinu Athreya.



**Vinu Athreya**  
Senior Application Specialist, CSA Group



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# Solution

With more and more buildings going through the assessment process, removing barriers and liberating the potential of people with disabilities is taking a leap forward.

Will Birchall, Project Manager at CSA Group, says,

“The feedback we’ve had from our user base has been really great. The portal looks modern, clean, it’s easy to interface with and many of our users aren’t at all familiar with computers. They tend to be people from the local communities, doing this type of thing for the first time. What we see is that since we deployed it, the portal is being very well received and the user experience has been impressive.”



## The new registry application ensures:

- Self-service registration and requests for assessment through an intuitive portal.
- Online assessment and automated workflow improved and accelerated the overall process and aided in certifying quality to the highest standards.
- Public portal promoting the buildings which have been certified in terms of accessibility.



**Farukh Javed**

Chief Digital Officer, CSA Group



With OutSystems, we delivered a medium complexity application in just 16 weeks with 4 people. To put into perspective, that’s 4 times faster and 30 times less complex than the alternative. We are very much looking forward to our future projects in OutSystems.

### OutSystems “Mission Impact” Innovation Award

The Accessibility Certification Registry app won the OutSystems “Mission Impact” Innovation Award.



# Results



## Key Numbers

- weeks of implementation with 4 developers (4 times faster and 30 times less complex than the alternative)
- 1 thousand users registered in the app
- 8 hundred buildings going through the registration process



## The Benefits



**Modernized legacy systems**  
with low-code



**Fast, easy and self-service**  
building registration and accessibility assessment



**User experience**  
Great user experience



**Improved efficiency**  
and streamlined process



**Automated grading**  
of buildings based on business rules



**Ability to**  
meet an aggressive timeline and budget



**Accelerate and leverage**  
the mission of removing barriers and liberating the potential of people with disabilities

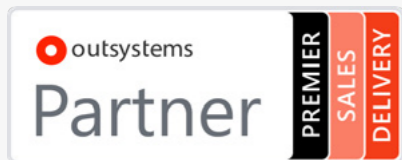
# valantic

## About us

valantic is a services company dedicated to building web and mobile applications using OutSystems low-code platform. We are experts in agile delivery and believe in building lean solutions that bring immediate impact to your business. Serving customers all around the world our experts can help you maximize your investment in OutSystems.

## What can you achieve with low-code?

Share your specific business challenges and discover the art of the possible. Lean on us as your trusted OutSystems Partner.



Find more at

[www.valantic.com/en/low-code/](http://www.valantic.com/en/low-code/)

