



OPCITO TECHNOLOGIES

Interactive & automated web-platform for a music company

About The Customer

This customer is a prominent music company that manages music rights and ensures proper compensation for artists and songwriters. They offer services such as music production, promotion, and business management, which include recording, mixing, mastering, artist development, marketing, and financial guidance to support their artists' success.

Business Challenge

The customer faced several challenges in their daily operations. Firstly, their existing processes for managing sync requests were complicated and lacked clarity. This was further worsened by relying heavily on emails and phone calls for communication between different teams involved in the approval process. This often led to delays, miscommunications, and confusion.

Secondly, their payment processes were inefficient and time-consuming. Manual data entry, reconciling payments, and using outdated ticketing systems created bottlenecks and increased administrative work. As the company grew and the volume of requests increased, these issues became more severe, hindering their ability to manage operations smoothly and make timely payments.

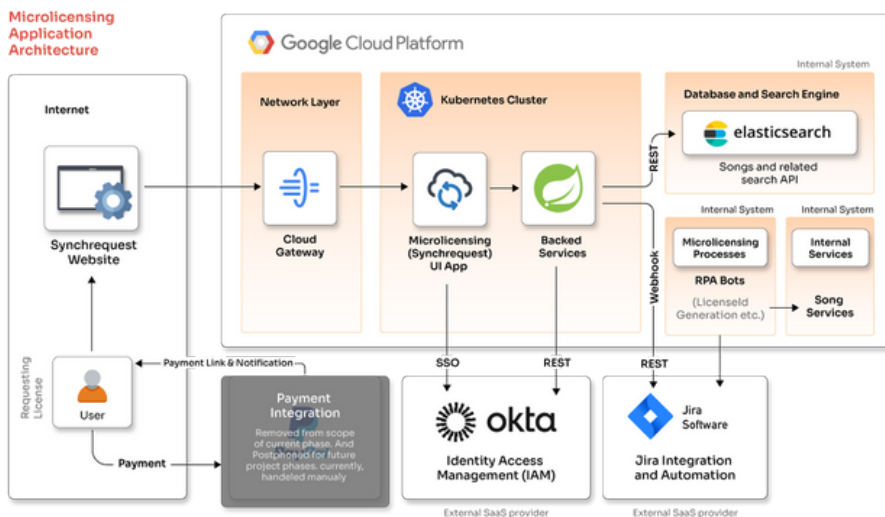
How Opcito Helped

To address the customer's challenges of inefficient sync request management and time-consuming payment processes, Opcito's experts conducted a thorough analysis of the existing workflows and identified key areas for improvement. Based on this analysis, they implemented a comprehensive solution focused on automation, security, and enhanced transparency.

- **Enhanced security with Okta:** Opcito implemented Okta for authentication and authorization and incorporated two-factor authentication to enhance security. This measure protected the web application from unauthorized access, ensuring the safety of sensitive data such as artist contracts and financial information.
- **Streamlined sync requests with online wizard:** To allow users to create sync requests, Opcito developed an online wizard for users, replaced the unmanageable process of manual emails and phone calls, and significantly streamlined the request submission process. The wizard guided users through the necessary steps, making it easy and efficient to initiate sync requests.

How Opcito Helped

- **Improved information collection and approval process:** Opcito automated the collection of essential information such as licensing, payment, and contact details during the request creation process. This automated data capture eliminated manual data entry, minimized errors, and streamlined the subsequent approval process.
- **Automated inter-team collaboration:** Automating the manual handoff between different teams involved in the approval process eliminated the need for manual routing and communication between teams, reducing communication errors and significantly accelerating the overall approval time.
- **Real-time status tracking and monitoring:** Real-time status tracking and monitoring capabilities provided all stakeholders with a clear and up-to-date view of the progress of each sync request. This transparency improved accountability and allowed all parties to easily track the status and anticipate potential delays.



Technologies, Tools, and Platforms used

JAVA

SPRING BOOT

REACTJS

REDUX

TYPESCRIPT

POSTMAN

JIRA

OKTA

GCP

KUBERNETES

Benefits

INCREASED EFFICIENCY & FASTER APPROVALS	The solution automated tasks and streamlined workflows, leading to quicker approval times for sync requests and enhanced transparency through real-time tracking
REDUCED ADMINISTRATIVE OVERHEAD	Lowered the administrative burden on staff, allowing the customer to manage a higher volume of sync requests efficiently, supporting growth without increased overhead
SIMPLIFIED PAYMENTS	The solution streamlined data entry and improved payment accuracy, while real-time tracking and automated reconciliation increased transparency and trust among artists

About Opcito

At Opcito, we believe in designing transformational solutions for our customers, start-ups, and enterprises, with our ability to unify quality, reliability, and cost-effectiveness at any scale. Our core work culture focuses on adding material value to your products by leveraging best practices in DevOps, like continuous integration, continuous delivery, and automation, coupled with disruptive technologies like containers, serverless computing, and microservice-based architectures. We also believe in high standards for quality with a zero-bug policy and zero downtime deployment approach.