CASE STUDY | 2022

Municipal Employees' Retirement System of Michigan

Application Development and Agile Scrum Methodology

Customer

The Municipal Employees' Retirement System of Michigan (MERS) is an independent, professional retirement services company. MERS administers the retirement plans for Michigan's local units of government on a not-for-profit basis serving firefighters, nurses, infrastructure workers, and more.

Challenge

The customer wanted to replace a paper-based process for updating contact information with a hosted online system to enable data to sync across their other on-premises applications.

Solution

Dewpoint spent time with the customer's stakeholders to understand their business needs and discuss solution architecture. Based on client input and goals, a cloud-hosted application replaced the paper-based process for updating customer contact information. The application integrated with Microsoft Dynamics via the Azure Service Bus. Dewpoint built the solution using C# .NET 5.0 App communicating over Azure Service Bus with Microsoft Dynamics. Furthermore, we worked with MERS to implement the project using the Agile Scrum methodology.

Results

The client saw a quick turnaround using the Agile Scrum methodology and docker containers, resulting in an application that was usable in the cloud or on-premises. The ease of using the application instead of the paper process encouraged the client's customers to keep their information up to date.