

KostylWorks

Case studies

Banking Portal

NDA, Sorry 

Eastern Europe Top 5 Bank

Challenge

The Customer didn't have an online solution with basic functionality for submitting client's applications for bank services and didn't have an omnichannel approach to customer service.

As a result, the offline process of service requesting was lengthy and cumbersome. The Client was losing clients and staying behind the competition.

Solutions

Having reviewed the business processes of the Customer and analyzed possible internet banking personas and their needs, our team suggested building a customer self-service portal, ensuring a secure environment for all business-client communication, transactions and document flow that could give the company's clients a faster and controllable way to apply for bank services: manage payments, money transfers, credit payments, deposits and funds and communicate with the bank's representatives.

Techs

Enterprise level web solutions

Tier-5 level DR

Applying for bank services became easy

Step-by-step forms

Online application forms for more than 60 types of bank services

Dark theme

Fill out an online application

We have reduced the interest rate when applying online **-0.4%**

Step 1 Next - tell us about yourself

Select loan terms

Credit amount:

30 thousand 1.9 million 3.6 million 5.2 million 7 million

Credit term:

6 months 20 months 33 months 45 months 60 months

I receive a salary on a card

I am an unemployed pensioner

I am between 18 and 22 full years old

Start applying right now

We will send a decision on the application

I agree to the terms of processing and use of my personal data and authorize to make a request to the credit bureaus.
[More](#)

Detailed information on the application

Monthly payment from **29 214 ₺**

Credit term **7 years**

Credit amount **1 500 000 ₺**

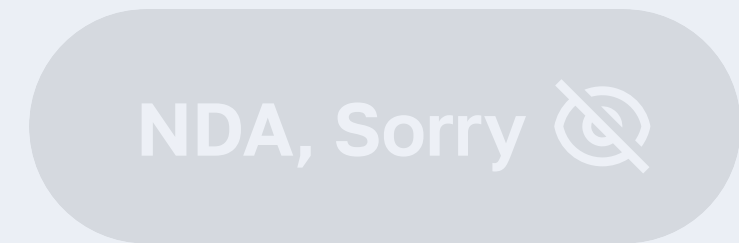
Rate from **5.4%**



Results

- The bank has modernized its services by implementing an online banking solution for streamlined application submission, discontinued call-based contacts with bank representatives. Now it can **engage more customers**, win their loyalty and **gain leadership** in the financial services market
- Up to **\$ 3 million in revenue** in 3 years

Bank Chatbot in Messengers



Eastern Europe Top 5 Bank

Challenge

A large Eastern Europe bank was keen to push the limits of its digital business by creating a chatbot that would allow it to reduce the load on call centers and automate processing of customers' inquiries and build its presence in messengers.

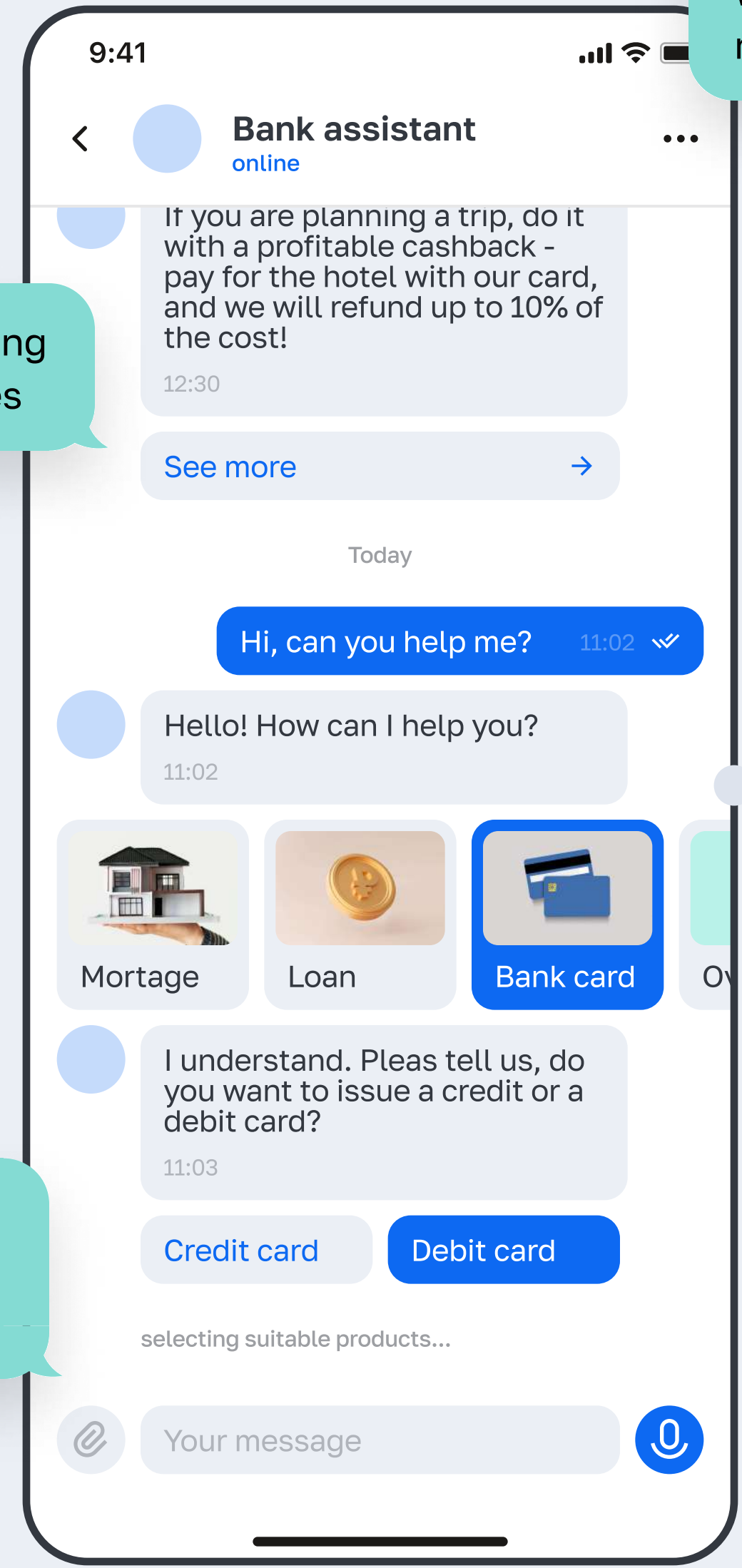
Solutions

Our team has successfully developed, trained, implemented and tested the chatbot that offered an easy-to-use, customer-friendly and practical solution that allowed the bank to engage with existing and new customers, grow its business and increase its profitability in a competitive, hi-tech market. On top of that, we integrated all bank channels with the most popular messengers (WhatsApp, FaceTime, Viber, Facebook, Telegram) to speed up consultation services and provide excellent customer support service.

Advertising messages

Integrated with all popular messengers

You can get advice or arrange a service directly in the chat



Results

- The Customer now has a presence in interactive channels and can drive sales of its banking products there: for example, potential bank clients can apply for a loan in Telegram
- Abandonment rate for digital product applications decreased
- Reduced costs for customer support and improved efficiency of banking personnel

Voice Assistant

NDA, Sorry 

Eastern Europe Top 5 Bank

Challenge

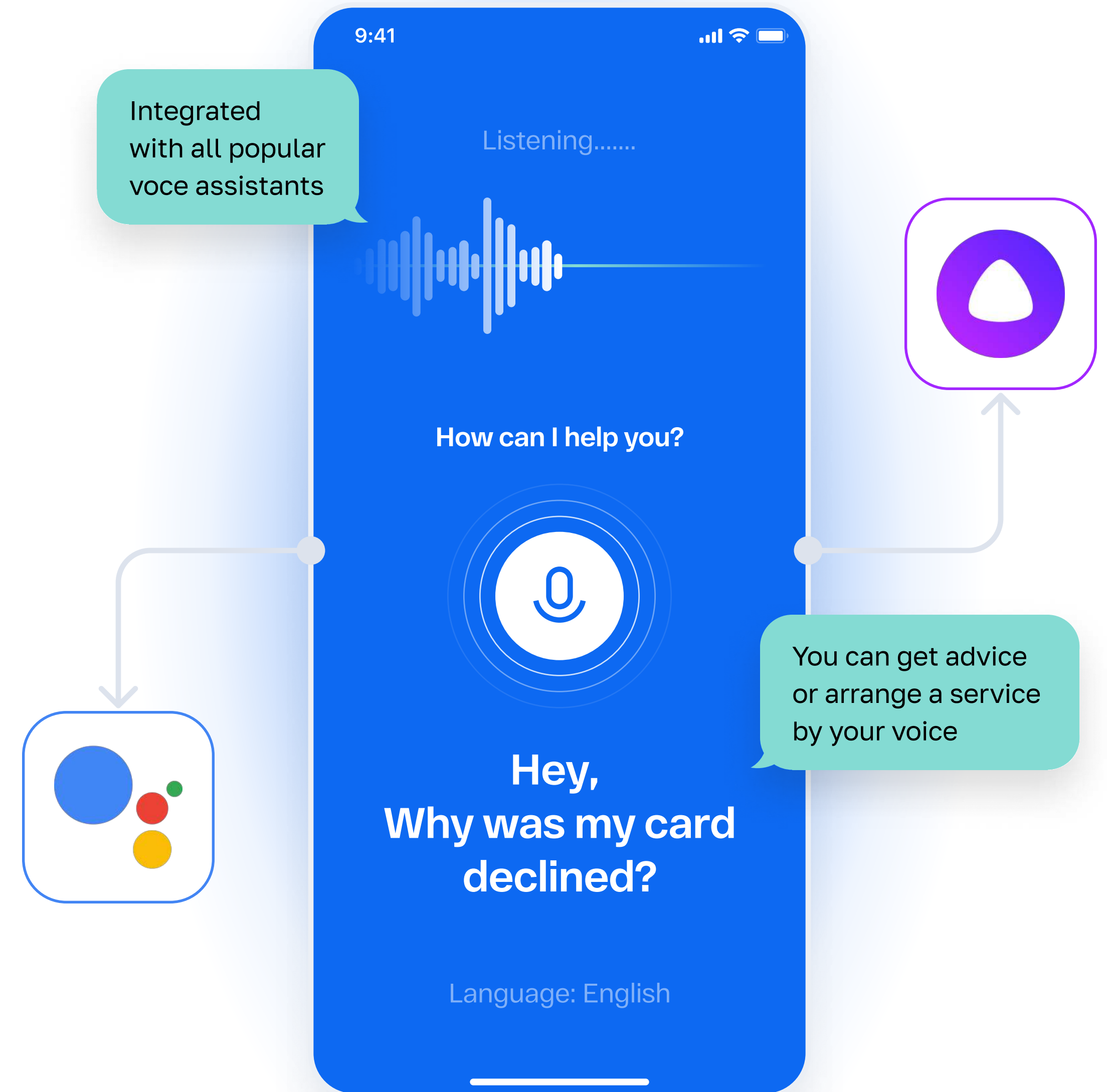
Our Customer, a leading Eastern European bank, legged behind advanced communication technology and, as a result, was not meeting customers' expectations, losing the possibility of leveraging the growing audience of voice assistants on the market.

Solutions

We developed and integrated a powerful voice assistant, which helps our Customer to identify potential new clients and opportunities, and is transforming the way the Bank works with its corporate clients. In order to build the bank's identity within a voice assistant, the KW team created a custom made unique voice.

Techs

VoiceUX



Results



The bank automated a total of **up to 10 millions of customers' inquiries**



Gained **3 millions of unique users**



Gained **\$4M revenue** through launching sales of banking products

Online Knowledge Hub

Visit Website ↗

Dabster.im

Challenge

The Client was driven by the idea to create an innovative approach to continuous knowledge acquisition and knowledge transfer within a remote team quickly and efficiently regardless of time and place, as well as knowledge capitalization in the worldwide spread teams.

Solutions

Having conducted a thorough research of the e-learning industry and trends, Kostyl Works designed and developed skills based knowledge hub / knowledge upskilling platforms, providing a comprehensive set of tools to control and streamline skills learning process in a team.

Techs

- PHP Laravel
- Angular
- Golang
- Node.js
- Cloud Based Flexible Infrastructure
- MongoDB
- Big Query

Maintain your team library

Create any skills

Create learning plans & checkpoints

Assign skills to your teammates

Skill Library

- Team work, version control, preparing... (Actions: 6)
- Design System. Intro (Actions: 12)
- Modular grids and Frames... (Actions: 8)
- How not to burn out on a project (Actions: 10)

Timothy Teammate

Checkpoint: 10.06 2022 (Left: 12 hours)

Progress: 0% (Learned skills: 0 / 3)

+ Assign skill

My Team

Username	Role	Actions
dante@kostylworks	Teamlead	✓ 7
design.alina@gmail.com	Teamlead	✓ 7

Basics of Java programming

Alina Sergeeva

- Java Hello World Program ✓
- Java JDK, JRE and JVM ✓
- Java Variables and Literals ✓
- Java Data Types (Primitive) ✓
- Java Operators ✓

Java Hello World Program (Learned ✓)

In this tutorial, you will learn to write "Hello World" program in Java. A "Hello, World!" is a simple program that outputs Hello, World! on the screen. Since it's a very simple program, it's often used to introduce a new programming language to a newbie. Let's explore how Java "Hello, World!" program works.

```
// Your First Program  
class HelloWorld {  
    public static void main(String[] args) {  
        System.out.println("Hello, World!");  
    }  
}
```

Illustration 1: A person presenting at a whiteboard.

Illustration 2: A person pointing at a screen displaying a chart.

Illustration 3: A person sitting at a desk with a stack of books and a lightbulb idea.

Skill Assignment

Basics of Java programming (Actions: 12)

Select the teammate you want to assign the skill to:

- Irina Kuznetsova
- Denis Yakymenko
- Nastya Aipatova
- Stan Dante (Skill already in progress)
- Alina Sergeeva

Assign to teammate

Results



The startup has successfully **raised funds** from accelerators



The platform has brought in **paid users**



Available in **two languages**, two more to come

Self-publishing and Reading Platform

Visit Website ↗

Digital publisher holding

Challenge

The Client is a publisher from Eastern Europe. Driven by the idea of switching from traditional to digital publishing, the customer commissioned the KW team to create an interactive digital experience to make their presence felt on the digital front and build a platform that allowed working with publishers and authors.

Solutions

After an in-depth analysis of the publishing industry, the KW team designed, developed and implemented an all-in-one immersive and interactive platform tailored both for authors and publishers that allowed the Client to build the whole workflow from submitting a manuscript to a paper/printed book appearance on the shelves of the bookstores.

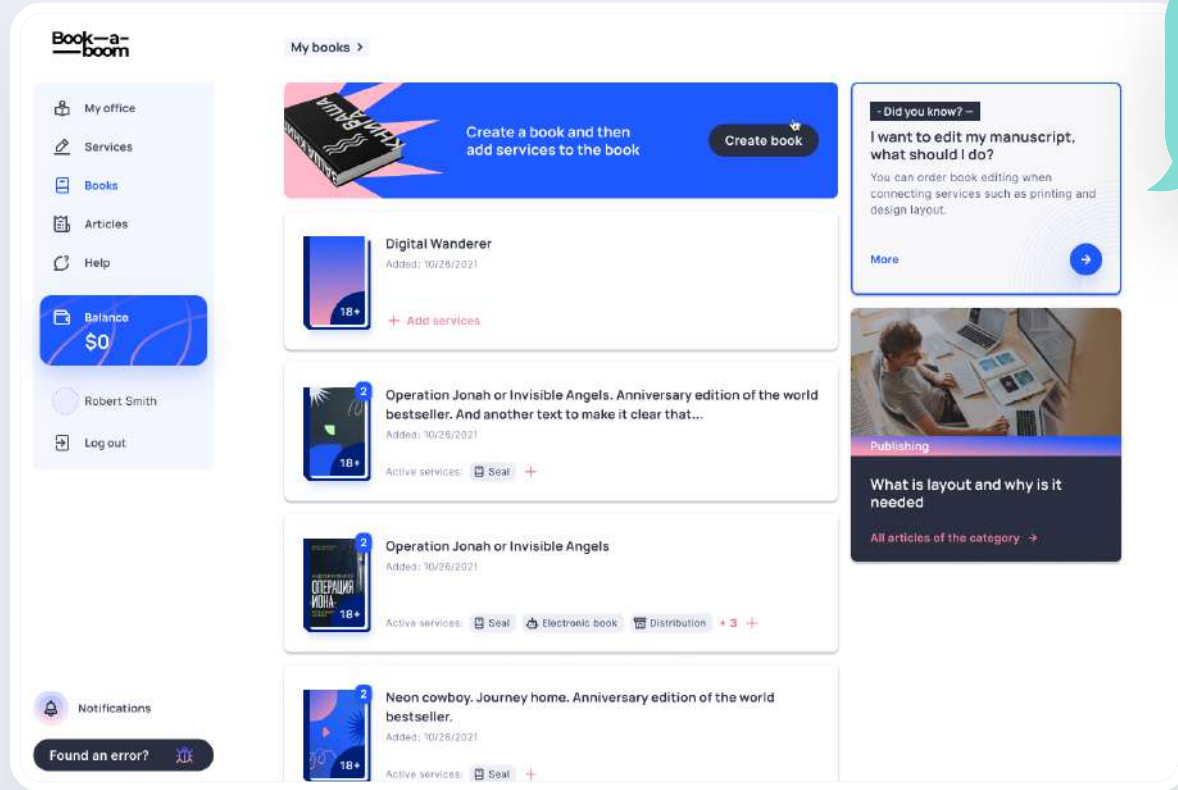
On top of that, the KW team built a subcontracting and partnership exchange to cover design providers, editors and proofreaders. Developed integrations with printers/printing houses, set up payment processes from publishers to authors.

- Provided real time analytics.

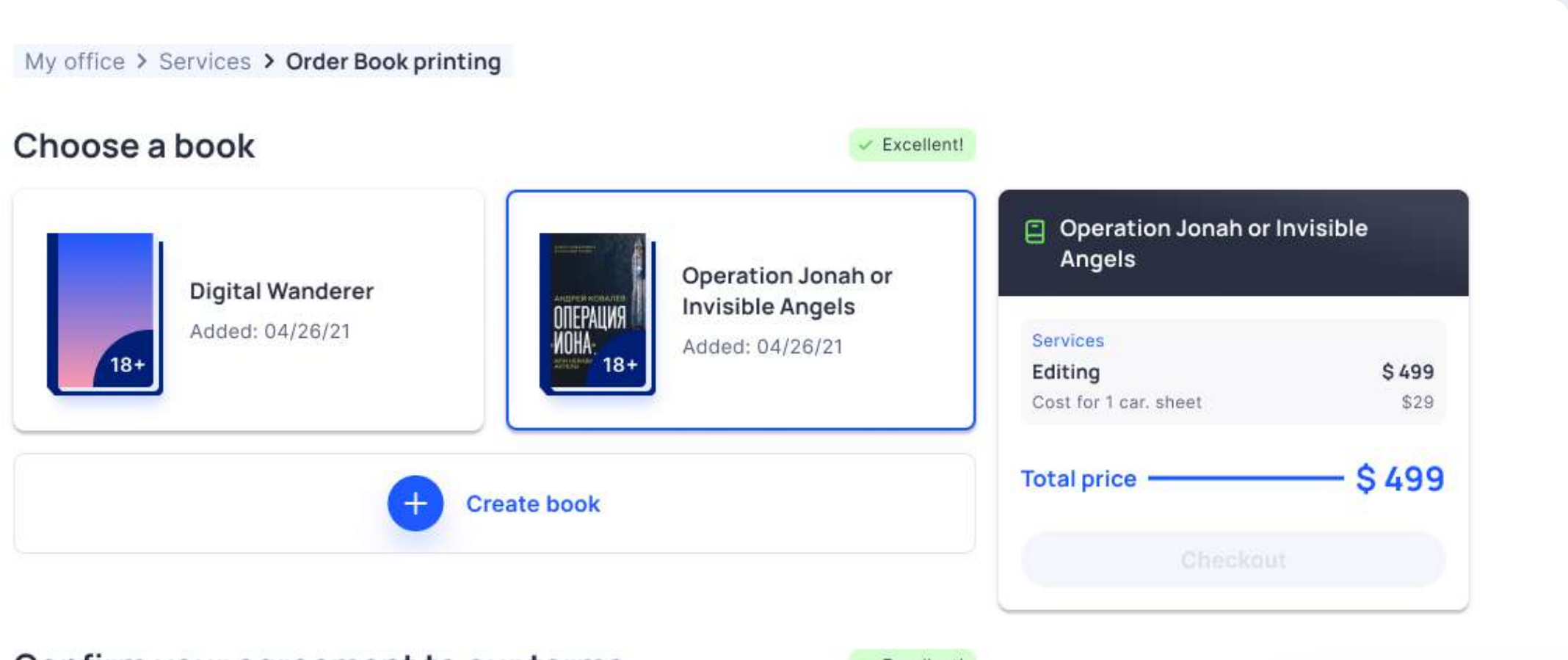
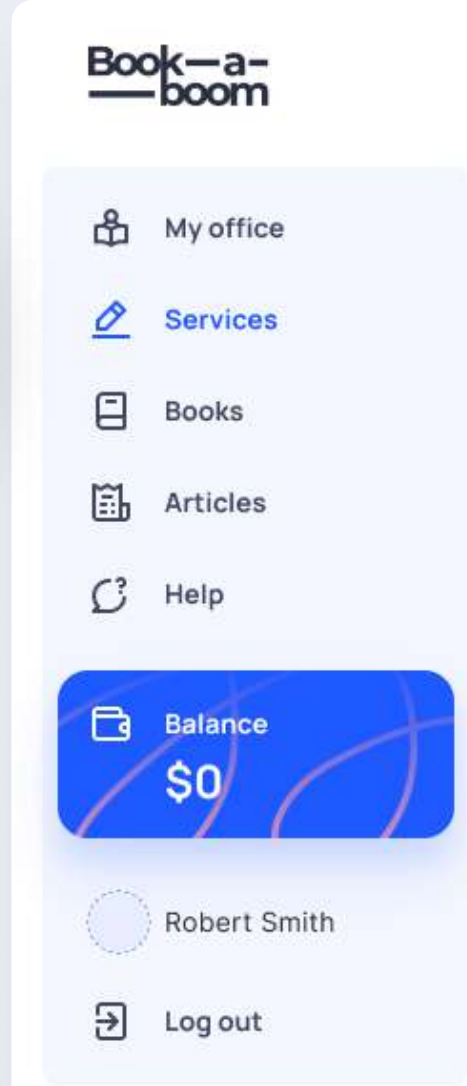
Techs

PHP Laravel Angular Golang Node.js

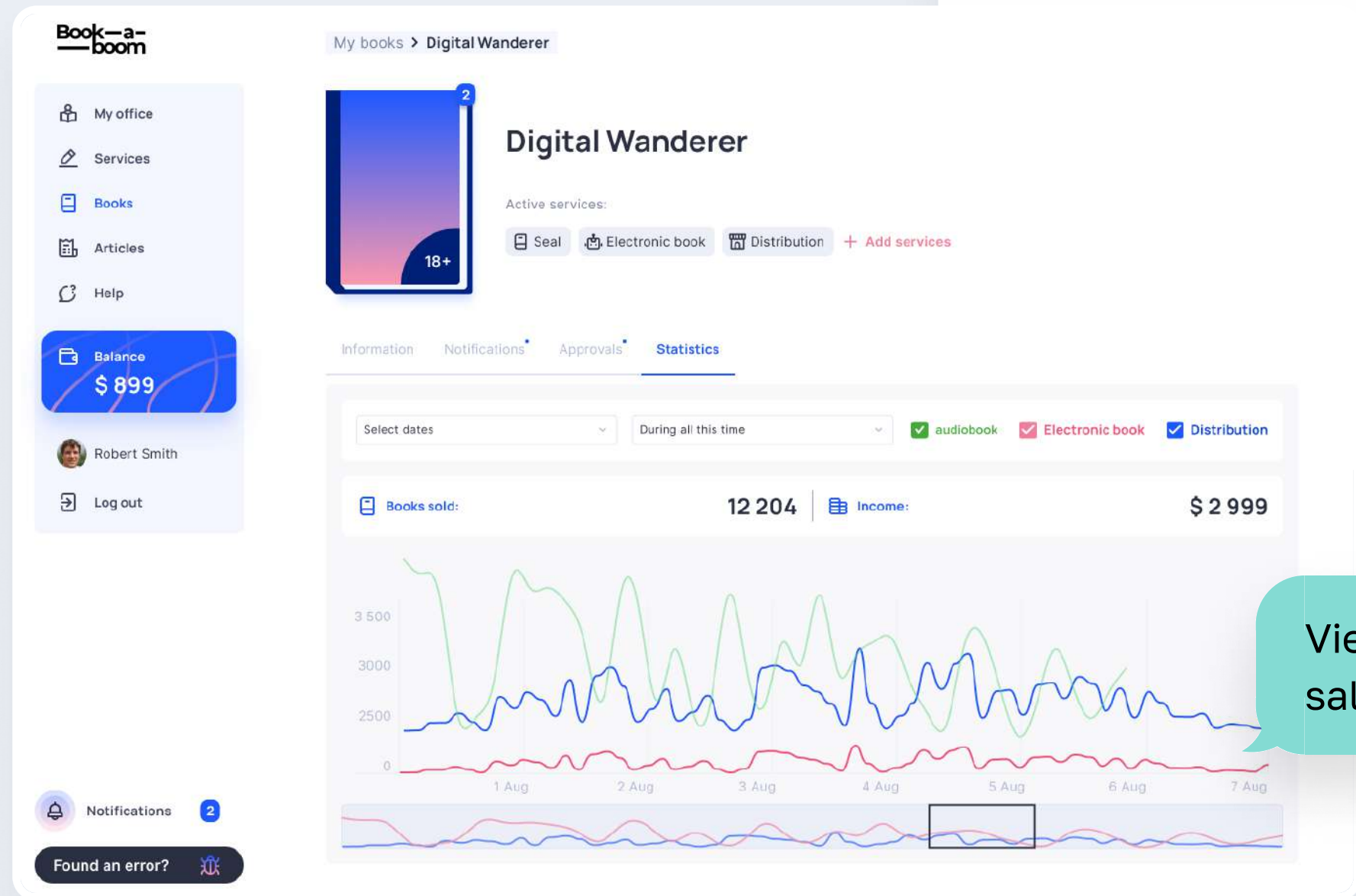
Cloud Based Flexible Infrastructure



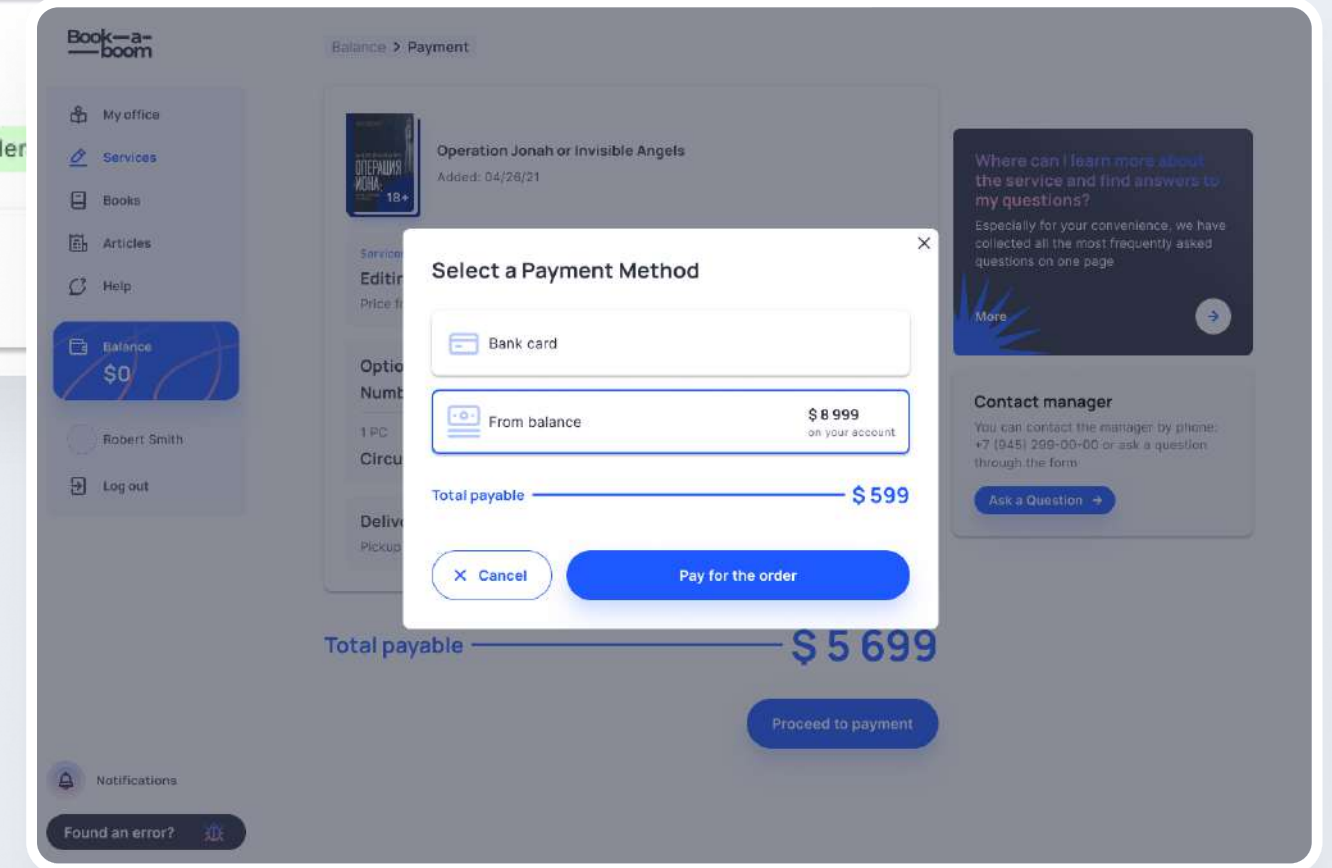
Manage your books

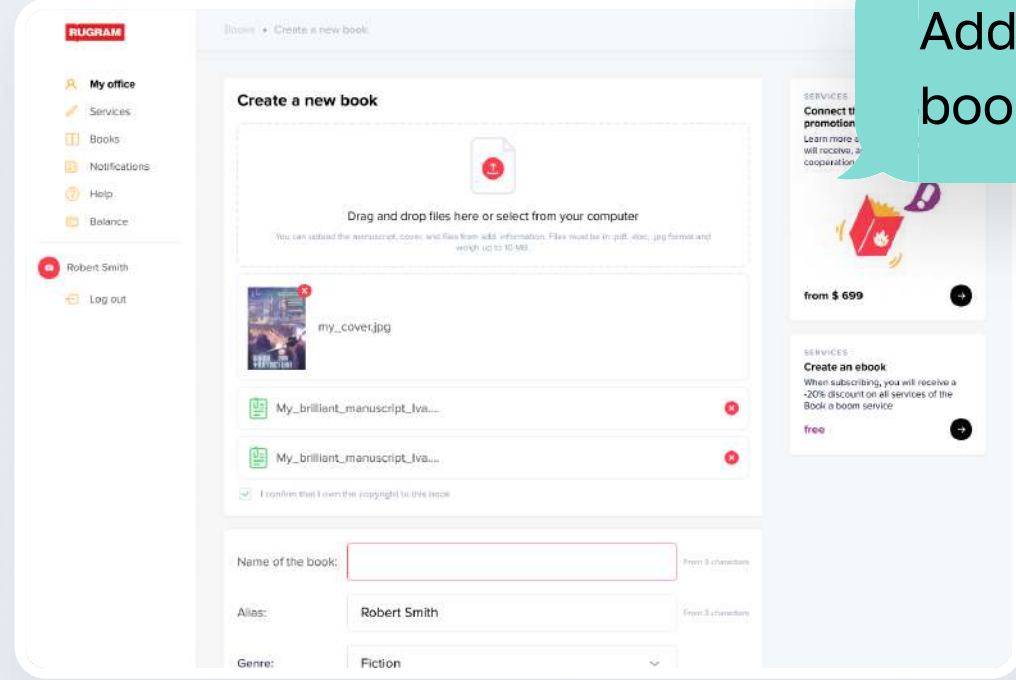


Arrange services with detailed wizard

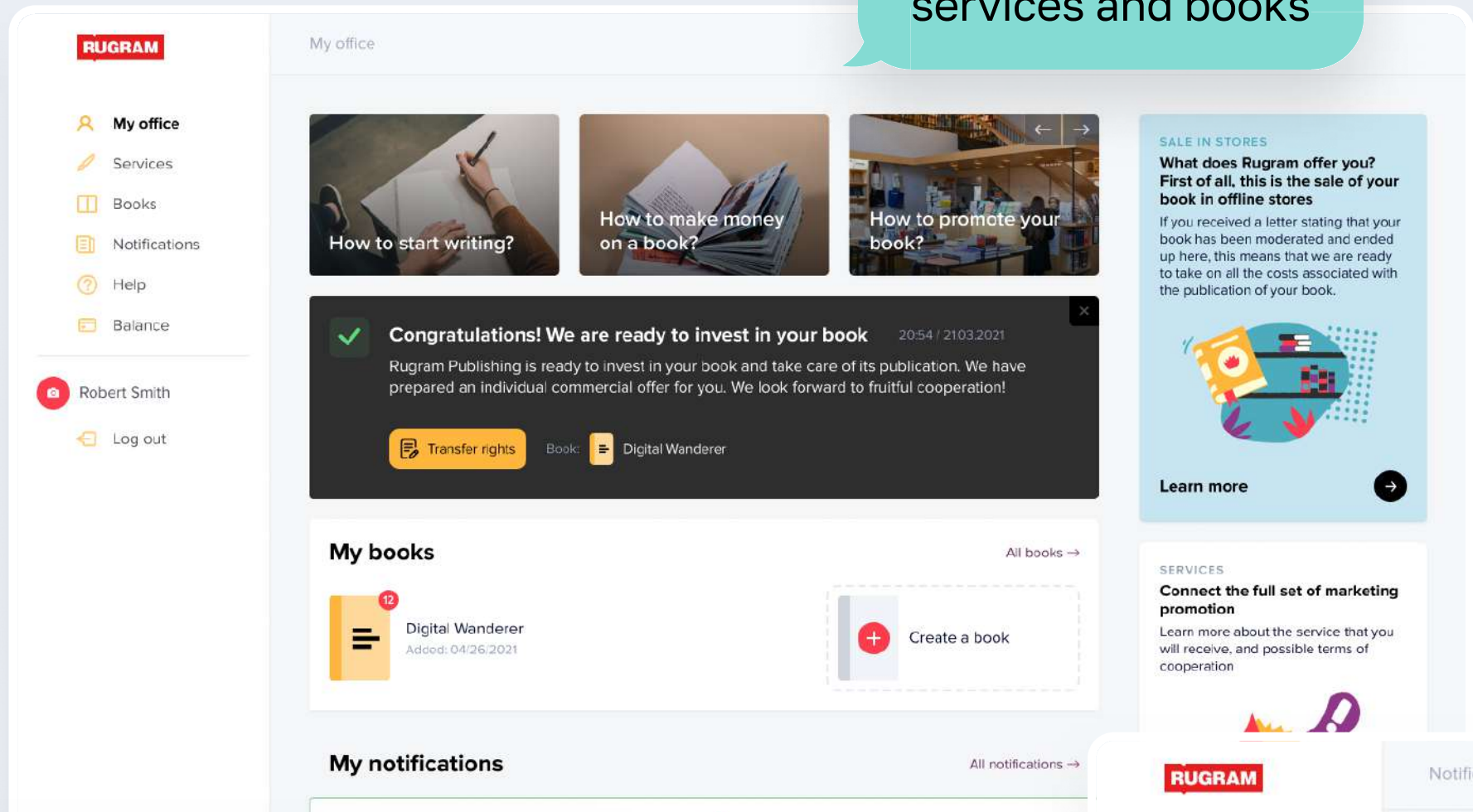


View detailed sales statistics

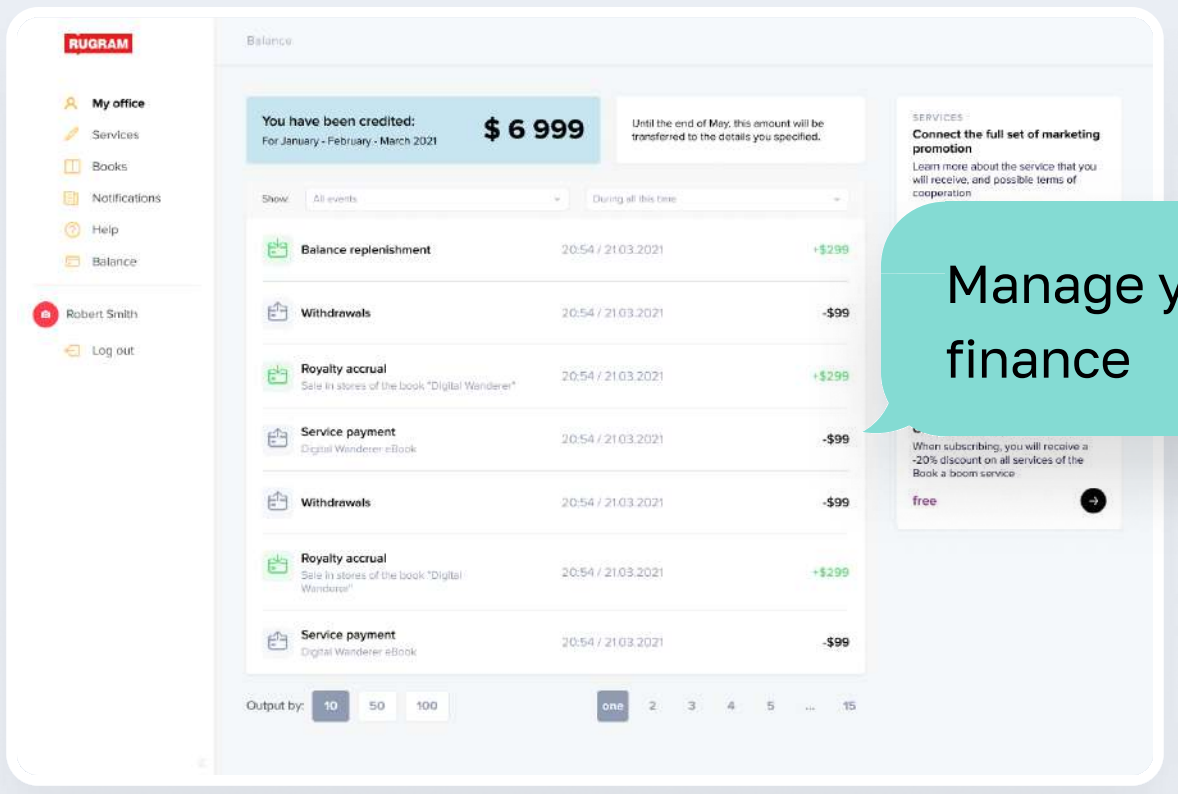




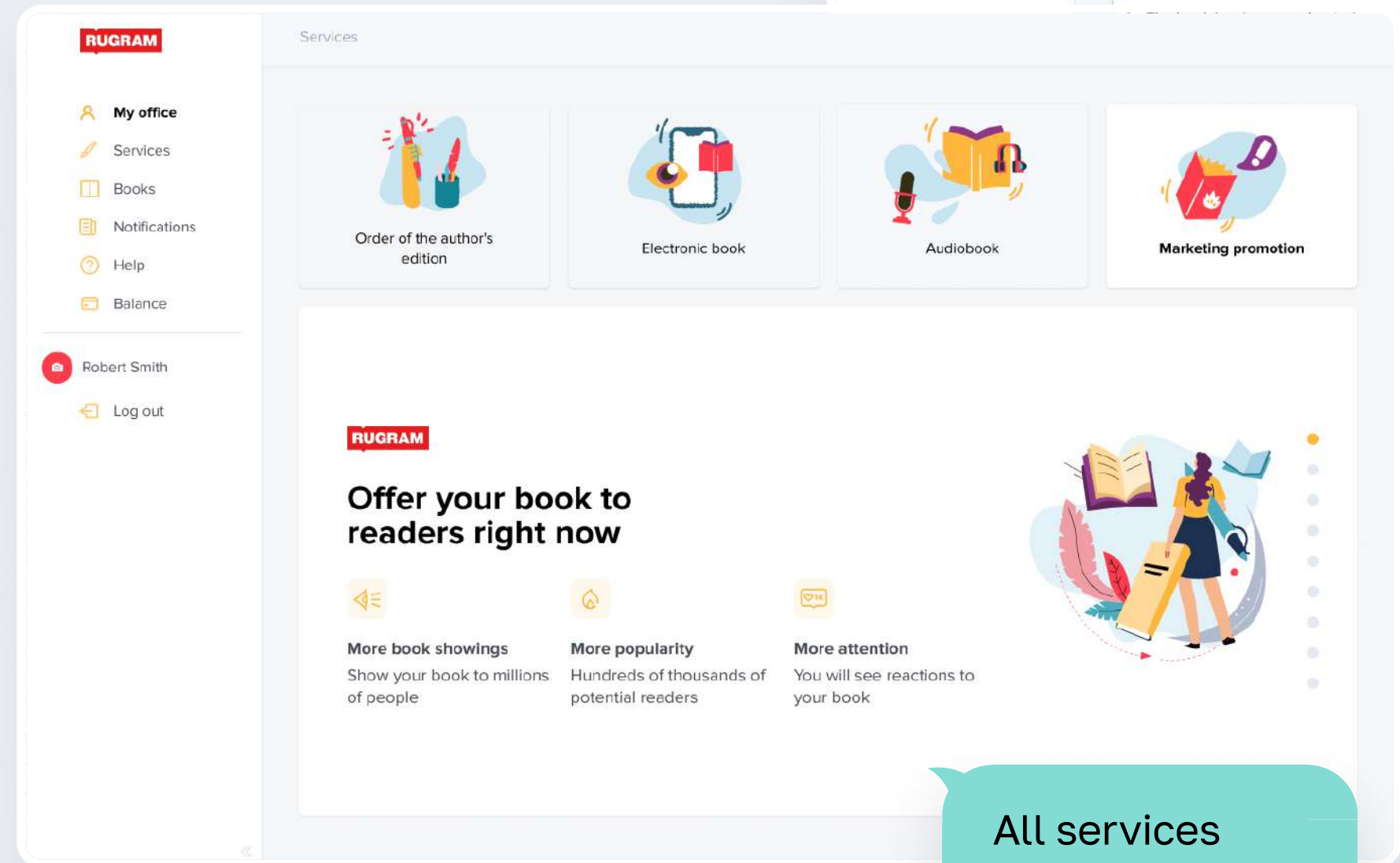
Add new books



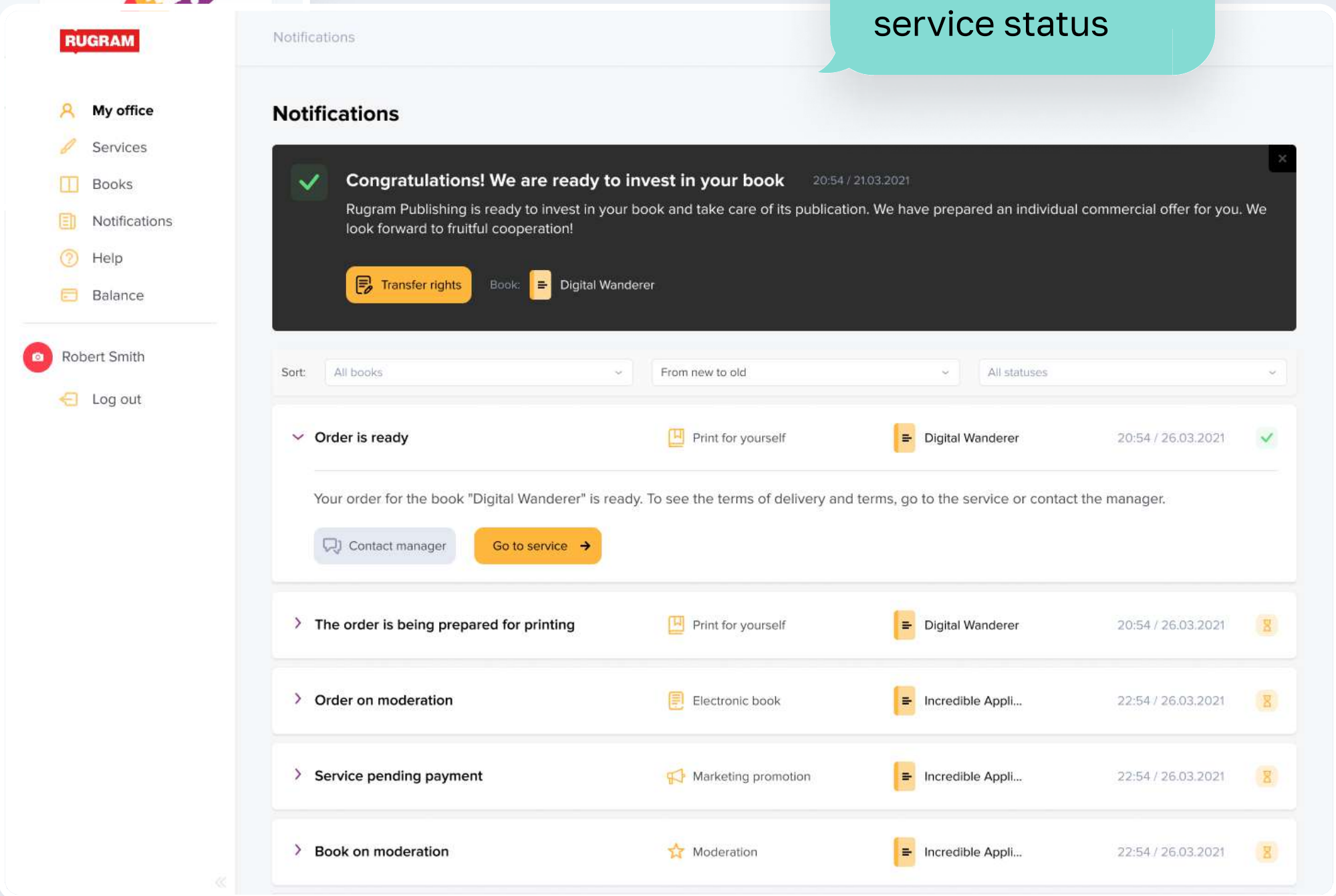
Full control of your services and books



Manage your finance



All services on one platform



Shift notifications service status

Results

- The Client owned **the first on the market self-publishing platform** for professionals with a comprehensive set of tools, streamlined interaction flow between an author, a reader and revenue
- Today the platform hosts **5 000 authors** and above **30 000 books**

IoT – Contactless Delivery

Visit Website ↗

DBoxy

Challenge

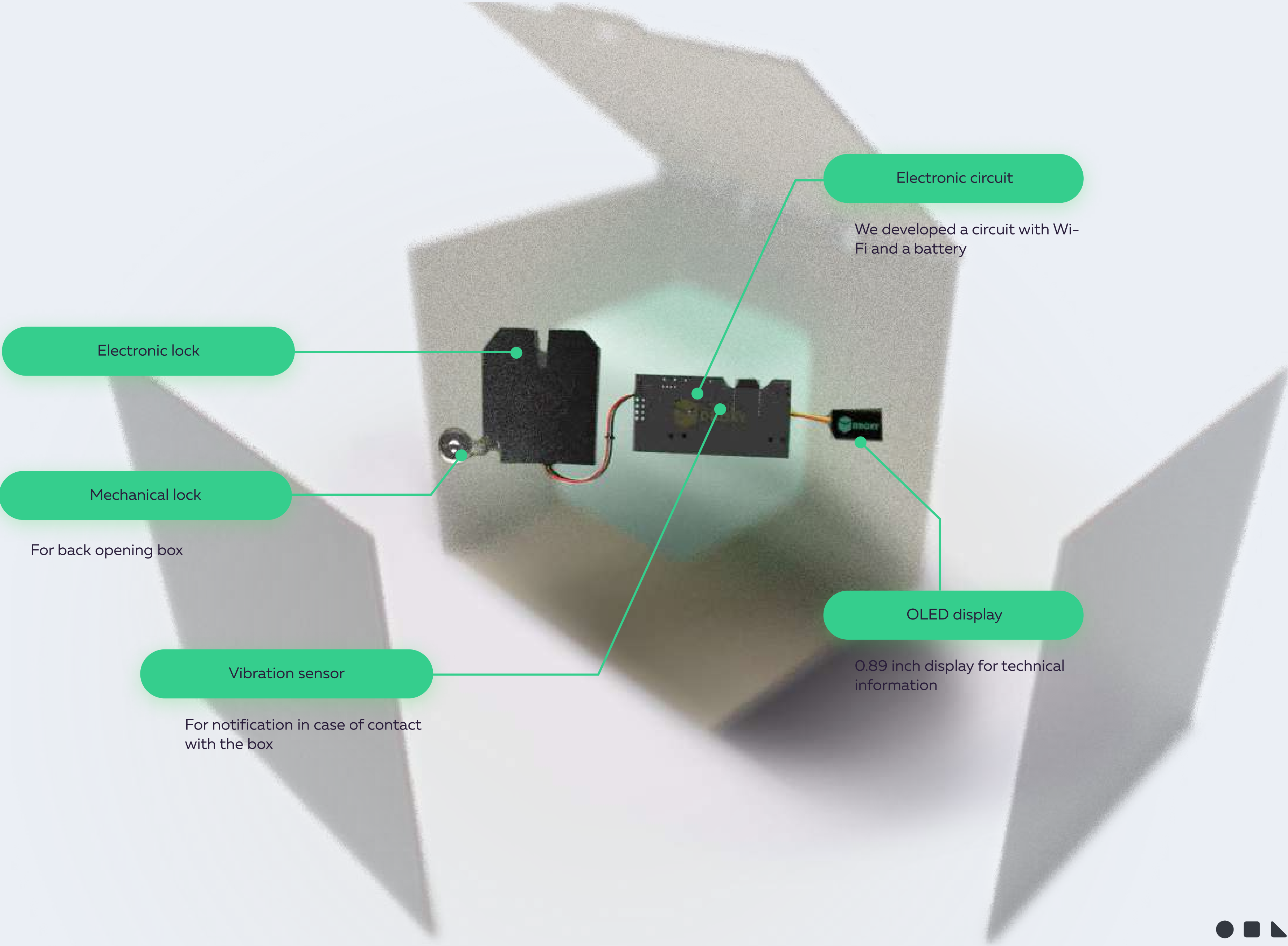
The new normal post-COVID has not only increased our dependence on e-commerce deliveries but also has changed the face of home deliveries. In order to stay ahead of the competition, our Customer wanted to enhance the process of contactless doorstep delivery with a smart box to protect against theft, weather and sanitizing parcels.

Solutions

The KostylWorks team produced a new solution that has revolutionized current models in doorstep delivery, - designed and developed from scratch an IoT device, a contactless smart delivery box with remote app control. We made the smart box of high-quality, environmentally friendly materials.

Techs

- Cloud Based Flexible Infrastructure
- PHP Laravel
- Angular
- Golang
- Node.js



Electronic lock

Mechanical lock

For back opening box

Vibration sensor

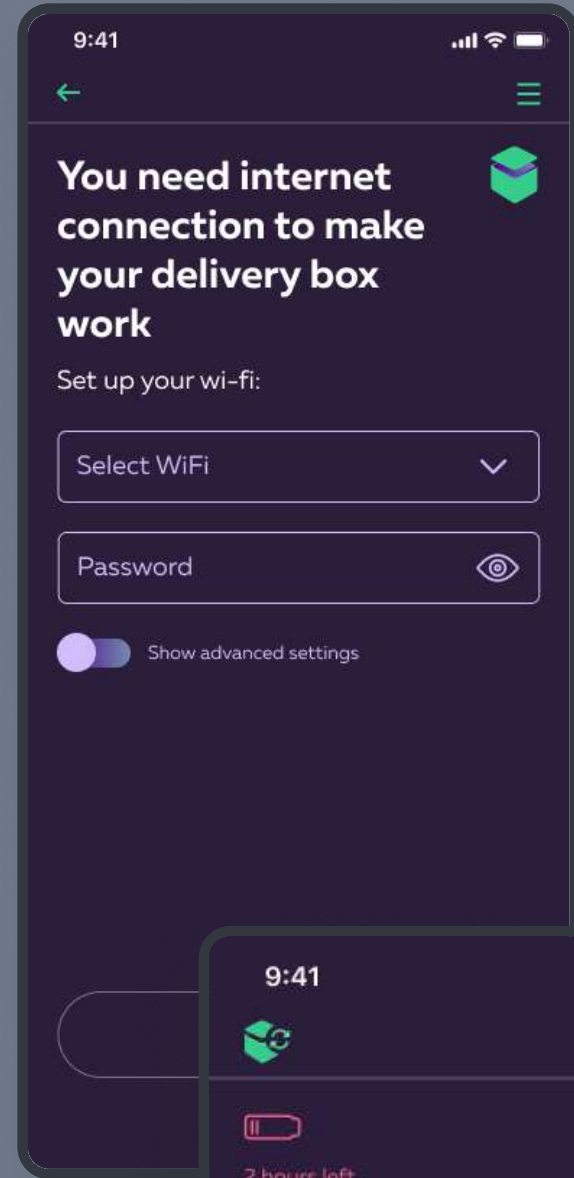
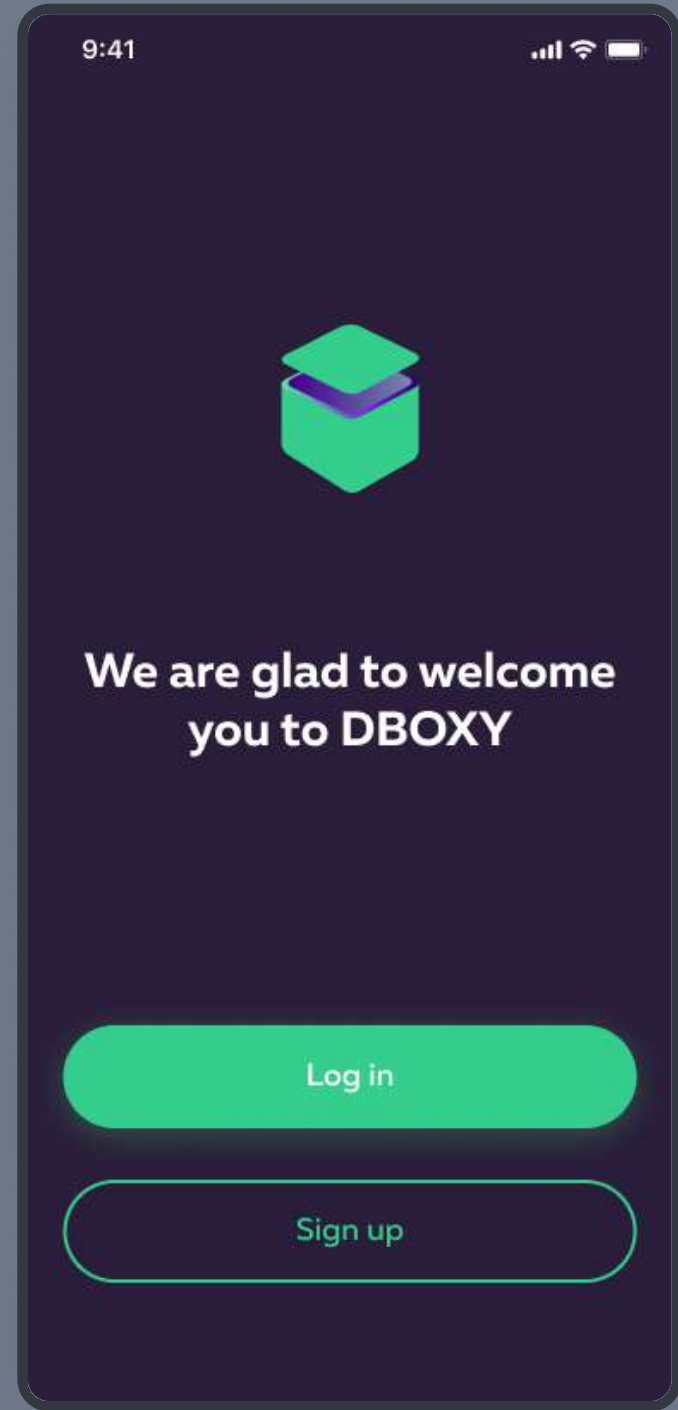
For notification in case of contact with the box

Electronic circuit

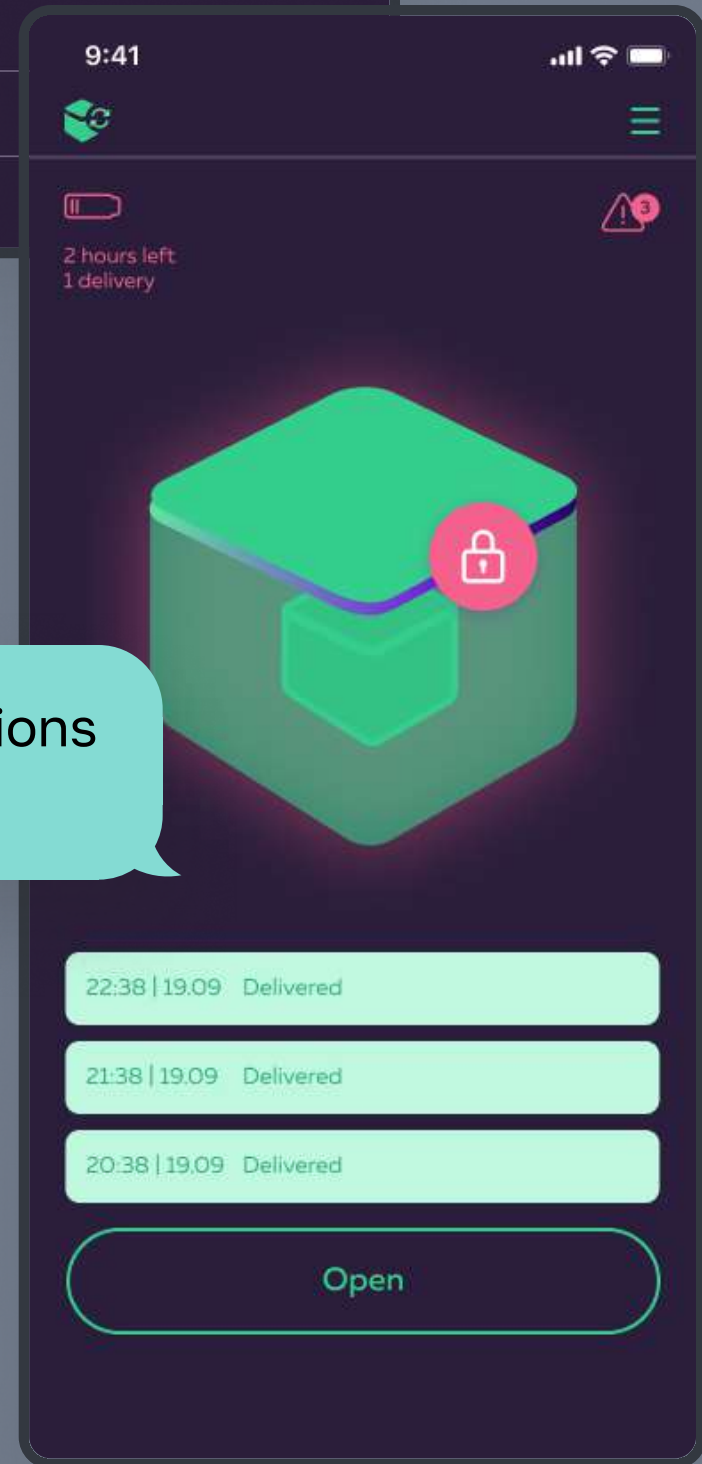
We developed a circuit with Wi-Fi and a battery

OLED display

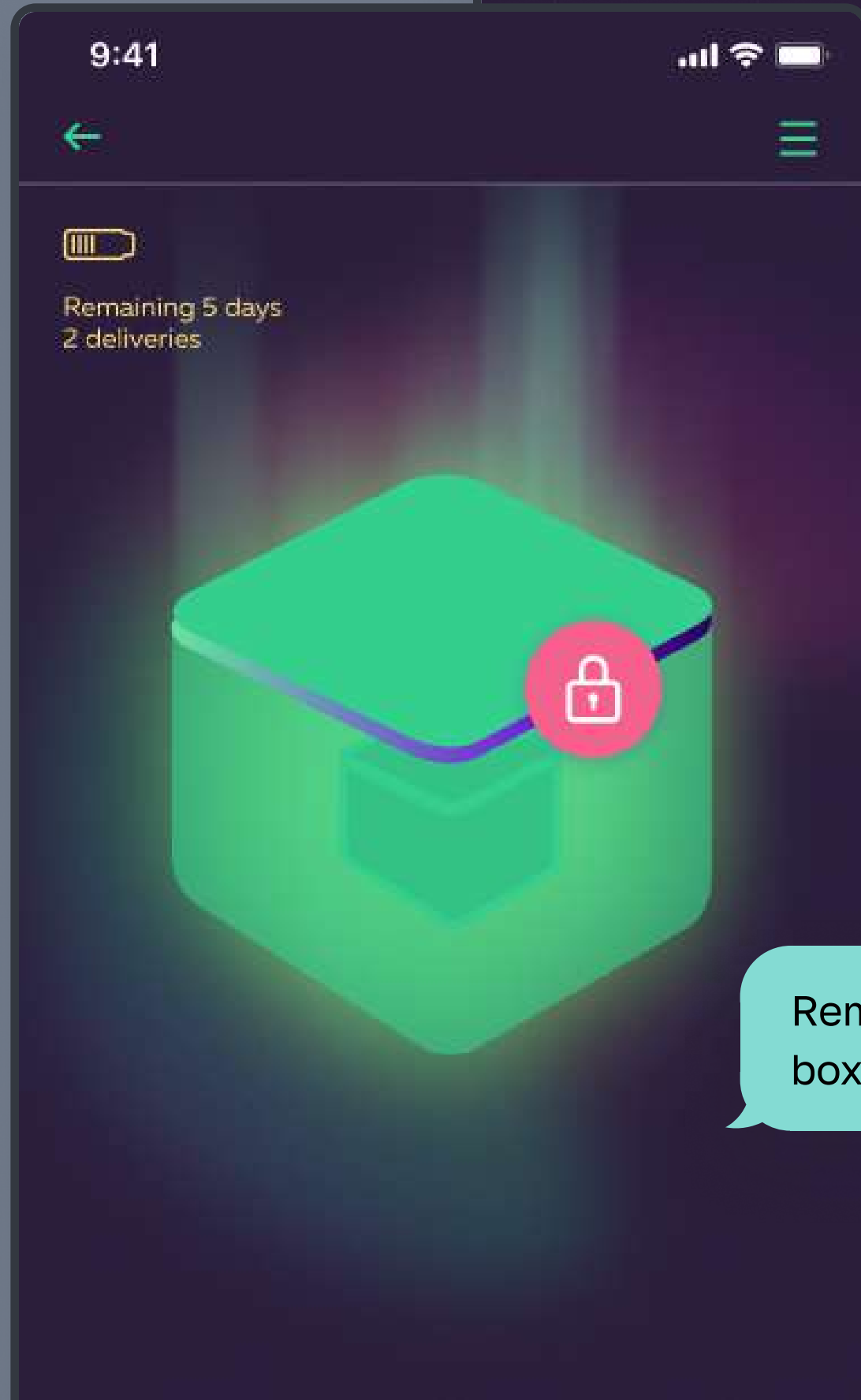
0.89 inch display for technical information



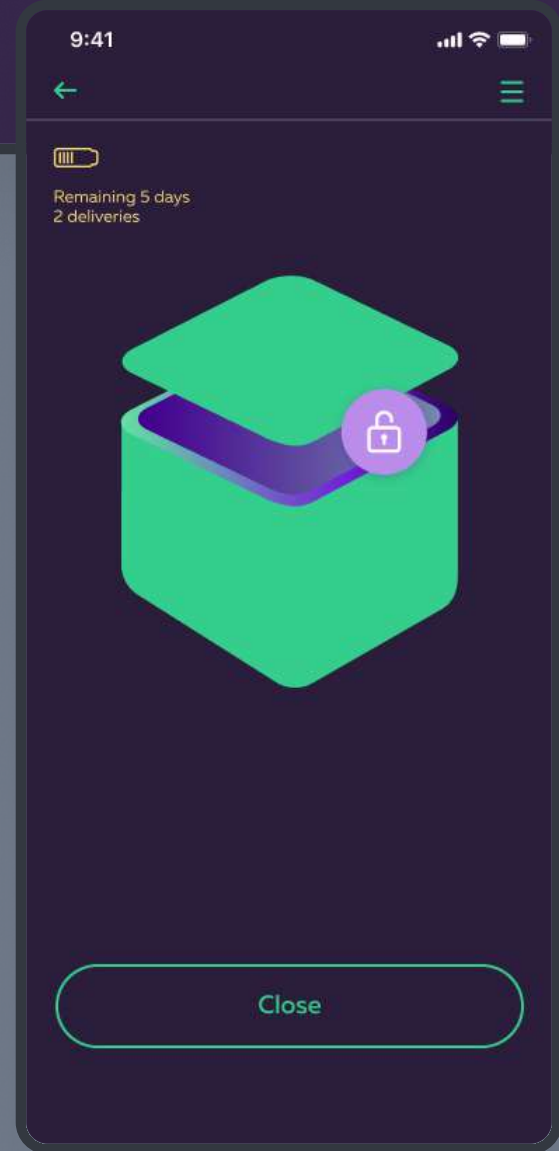
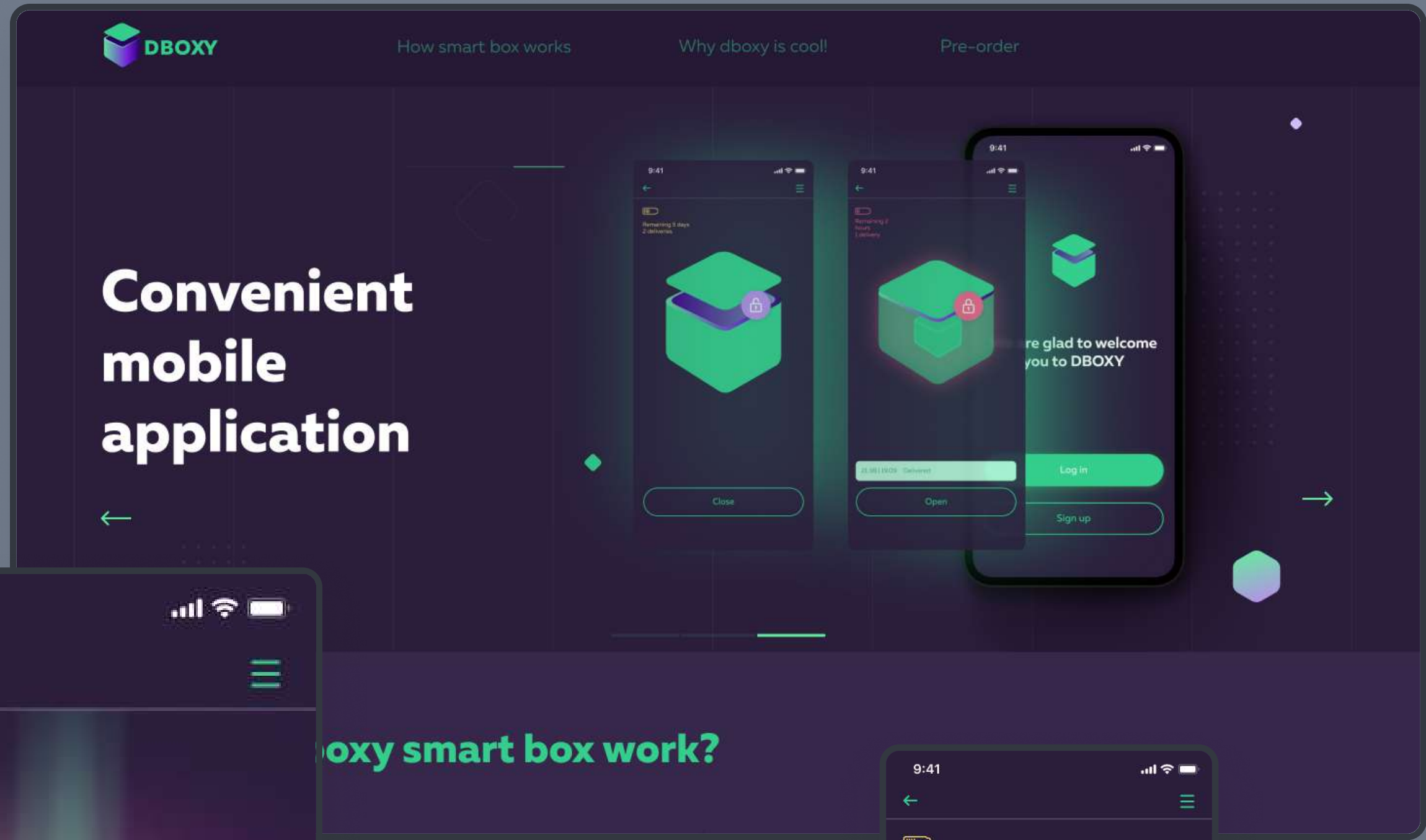
Simple and convenient mobile app



Vibration sensors and notifications about the condition of the box



Remote control box condition



Results

- The Customer launched mass production of the contactless delivery IoT device, curbing the risks of spreading the virus and ensuring safety of delivery executives

Media Platform Transformation

Visit Website ↗

Litnet.com

Challenge

The Customer is a leader of the European self-publishing industry who was looking for a powerful path to a digital transformation of its business and transition to a digital-first workflow.

Apart from that, the Customer was undergoing acquisition process and required consultancy and technical support during all acquisition stages, starting from business audit and deal evaluation process to maintenance and further enhancement/development of the service.

Solutions

As the first step, the Kostyl Works team ran a technological and product audit to validate the primary trade evaluation.

As the next step, we executed a landscape terraforming process to achieve technological transparency and scalability of business/product.

Finally, we built product management processes within the Customer's circuit.

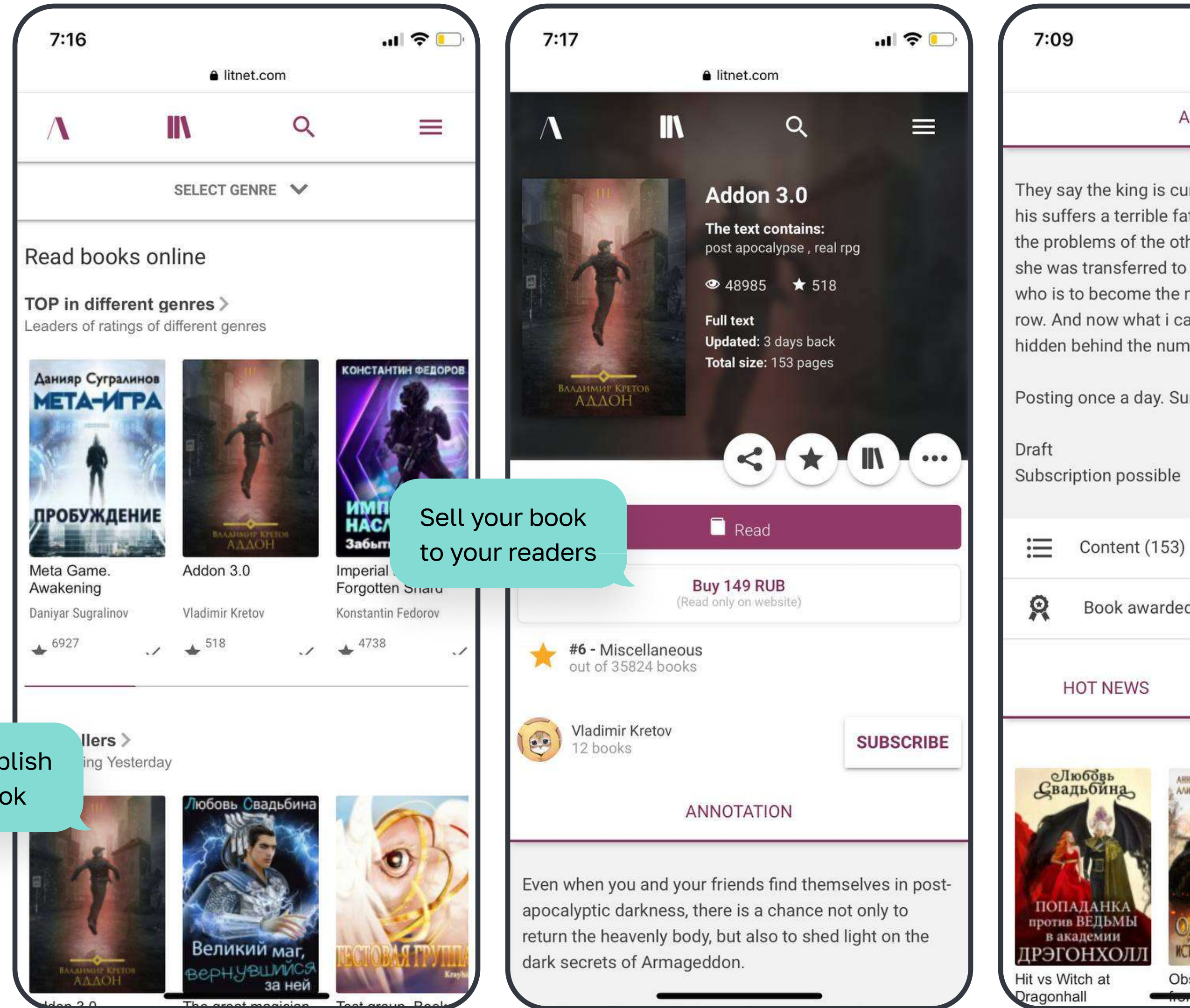
Techs

PHP Laravel Angular Golang Yii2

Customer's infrastructure based on bare-metal servers (6TB RAM, 768 CPUs)

Self-publish your book

Sell your book to your readers



Results



It decreased time to market in three times



SLA 99.998% on 60K RPS, 60M Session, 7M Unique Users



Disaster Recovery & Backup Plans establishment



Smooth transition to Cloud technology

Remote team management platform

Cooplay.app

Visit Website ↗

Challenge

Our Customer wanted to create a mood and productivity tracking tool for teams to improve communication, motivate employees, and create an environment in which the team members feel safe to express and communicate.

Solutions

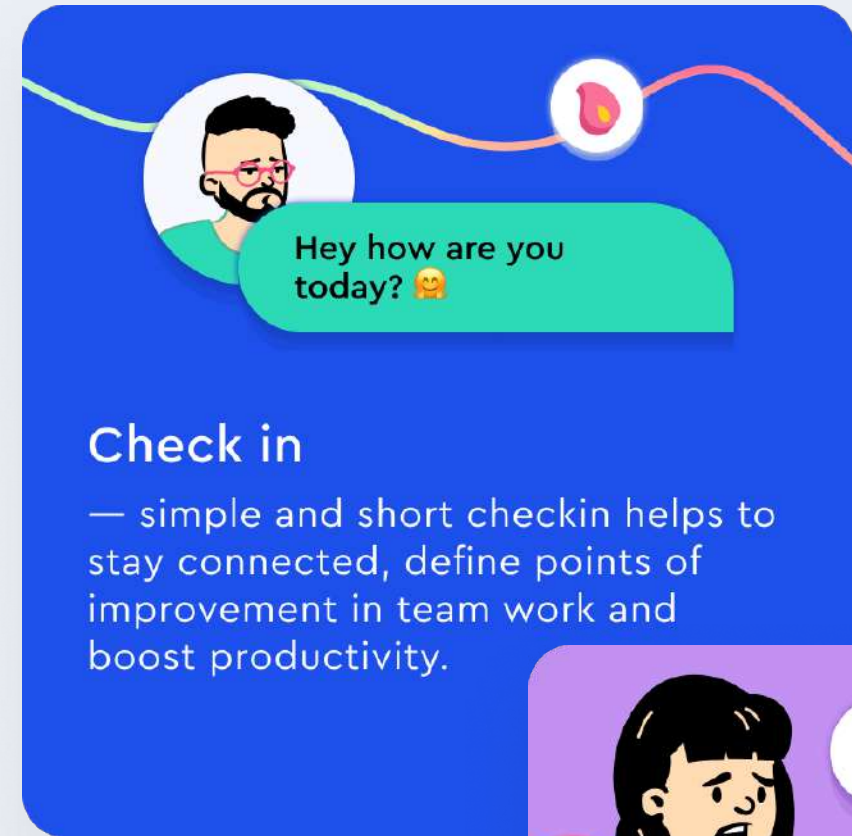
Based on the comprehensive research and self-conducted mental health studies, we designed, developed, tested and launched a mobile app that serves as an emotional partner for the team.

The app helps teammates better understand each other and manage emotions while interacting can help form better connections, allowing for smooth functioning across situations that emerge at work. The app ensures that individuals within teams feel they are being heard, understood, and valued.

Moreover, it has been seen that individuals who have a higher emotional quotient at work are better at managing themselves and their relationships and have greater satisfaction on account of enhanced productivity at the workplace.

Techs

Flutter Golang Node.js PHP Laravel Google Cloud Platform

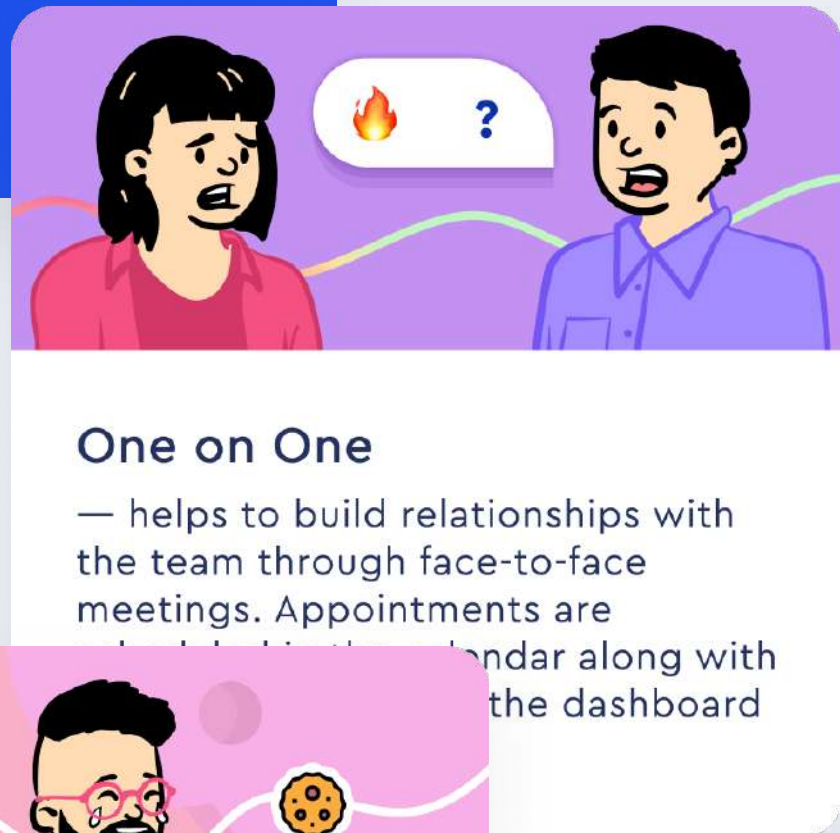


Hey how are you today? 😊

Check in

— simple and short checkin helps to stay connected, define points of improvement in team work and boost productivity.

15+ modules including retro, 360°, pulse survey and more



One on One

— helps to build relationships with the team through face-to-face meetings. Appointments are scheduled in the calendar along with the dashboard



Cookies

— work as motivation. Each employee has 10 cookies to distribute to colleagues at the end of the project. Everyone loves to be praised!

View team metrics

Teammates metrics

	31% ↑	4% ↑	45% ↓
	56% ↓	76% ↓	86% ↑
	45% ↑	100% ↓	3% ↑

Insights

- John is a bit bored for a week...
- Alex is satisfied for two weeks in a row...
- Your team is in a good shape...

Get tips to improve workflow



Understand team emotional and performance dynamics

Results

- An intuitive mobile app that helps develop a more harmonious environment at the workplace, ensures greater connectedness between teams and improves work culture at the organization, which leads to better productivity

If we didn't mention something here it doesn't mean we can't do it for you. Talk to us:)

KostylWorks [LinkedIn](#) ssturov@kostyl.works