

blue mantis

Case Study

Financial Services

How Blue Mantis helped Velera modernize a business-critical analytics environment, improve platform reliability, and give service teams faster visibility into operational performance.

Scaling Business-Critical Analytics to Improve Service Visibility & Internal Self-Sufficiency

Client Overview

Velera is a payments credit union service organization and financial technology provider serving credit unions and other financial institutions. Its services span payments, fraud and risk management, digital banking, data and analytics, ATM and shared branching networks, and member support. Operating in a highly regulated financial services environment, Velera depends on secure, reliable, and scalable data and analytics infrastructure to support its business.

Challenges

- Modernize aging Qlik Sense and Qlik NPrinting infrastructure without disrupting critical reporting
- Support a rapidly growing analytics environment with limited internal resources
- Improve platform security, reliability, and performance
- Maintain connectivity across a complex mix of legacy and modern data systems
- Give internal teams greater self-service capabilities while retaining access to specialized expertise

~2,000

Analytics Users Supported

Infrastructure modernization gave Velera a stronger foundation for business-critical analytics:

- ~2,000 users supported across the analytics environment
- ~35 developers building and using analytics throughout the organization
- ~50 data connections supported during a critical infrastructure migration
- Daily performance reporting supports call-center agents, supervisors, managers, and senior leaders
- Several months of consistent platform performance following infrastructure optimization

Solution

Blue Mantis supported the migration of Velera's Qlik Sense and Qlik NPrinting production environments, assisting with synchronization, restoration, testing, and cutover to protect the daily reporting relied on across the business. The relationship has expanded to upgrades, security, identity management, data connectivity, performance troubleshooting, and scalability planning.

When growing data volumes and application complexity caused intermittent slowdowns, Blue Mantis helped determine that increasing server memory could address the immediate issue without a more complex architectural expansion. Velera subsequently went several months without the previous performance problems. Blue Mantis now also advises on cloud readiness, licensing, hybrid approaches, and emerging AI capabilities.

> *Blue Mantis gives us the confidence to try things on our own because we know the expertise is there when we need it. Over time, they've helped us become much more self-sufficient, while still being available when something is complex or we need a quick answer. They understand our environment and how we've evolved, and that has been incredibly valuable.*
>
> **Michael Dove**
> Vice President, Enterprise Operational Excellence
> velera

A More Reliable Platform. A More Capable Internal Team.

Velera gained more than a modernized analytics environment. The organization established a support model combining greater internal ownership with specialized expertise for complex and business-critical needs.

~2,000

analytics users supported

Scale Without Excess Overhead

Velera supports a large analytics environment with approximately 2,000 users and 35 developers, with a lean internal team and specialized expertise from Blue Mantis as needed.

Several months

without previous performance issues

More Consistent Performance

As increasing data volumes and application complexity caused intermittent slowdowns, increasing server memory addressed the immediate need without requiring a more complex architectural expansion.

~1,000

service tickets once lacked clear status visibility

Faster Issue Detection and Service-Level Visibility

Service delivery teams use Qlik dashboards to identify late or unresolved tickets and monitor service levels. With more intuitive dashboards, teams can now identify issues earlier and make more timely operational adjustments.

Greater Ownership, Expertise When Needed

Velera's team now leads development and daily platform management with Blue Mantis training and hands-on support. For complex issues or major changes, they can access specialized expertise without dedicated internal resources for occasional needs.

Looking Ahead

As Velera continues to modernize its data environment and explore technologies such as cloud analytics and AI, Blue Mantis remains a trusted resource for evaluating what makes sense for the business rather than pursuing technology for its own sake.

The relationship has evolved along with Velera: from helping launch and build its analytics capabilities to providing the specialized expertise, strategic guidance, and support needed to keep a large, business-critical environment moving forward.