



Case Study

Driving Stability & Innovation: Optimizing Performance and UX of Golf Management Platform

The Client

The client is a golf handicap committee management and peer-review system used by over 700 clubs and 500,000 golfers nationwide. Its proprietary algorithm continuously analyzes millions of rounds across 45 data points to identify potential handicap manipulation and ensure game integrity.

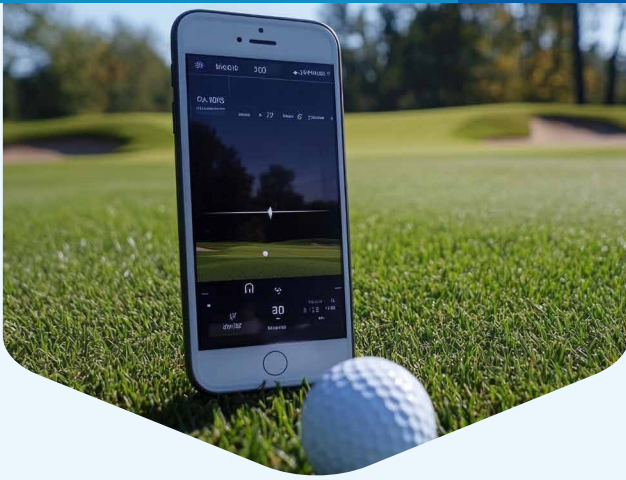
The system monitors factors such as score submissions, home vs. away performance, and index fluctuations to provide committees with the insights needed for fair handicap adjustments.

The Challenge

The client experienced vendor delays, unresolved defects, and single-developer dependency that created bottlenecks. Inconsistent post-launch support and absence of formal processes hindered bug management and feature implementation.

- ✔ **Rapid response protocols:** Ensured timely development support and urgent issue resolution.
- ✔ **Diversified development team:** Eliminated single-resource dependency for operational continuity.
- ✔ **Rigorous QA processes:** Minimized defects & improved system reliability.
- ✔ **Consistent maintenance support:** Established reliable post-launch ticket resolution.
- ✔ **Structured issue management:** Implemented formal workflows for bug tracking and prioritization.





Technology Environment

Telliant worked with the client to identify/create the most suitable tech-stack for the project to include:

LANGUAGES

- Angular 7
- Hibernate
- Java 11 (Spring Boot Framework)

PLATFORM

- AWS Elastic Beanstalk
- RDS MS SQL

INTEGRATION

- IntelliJ
- Docker

About Us

Telliant Systems, offers a diverse selection of custom software product development services, such as product strategy, software design, application development, QA/Testing, and application management services. Expert teams are available to develop web, enterprise, and mobile applications, including iOS and Android development.

Solution Highlights

Telliant turned a high-risk, defect-prone system into a stable, optimized platform with improved UX, structured governance, and scalable features, combining rapid bug fixes, phased rollout, and long-term QA improvements.

- ✓ **System Stabilization:** Fixed critical bugs and performance issues
- ✓ **UX Improvements:** Streamlined, user-friendly interface
- ✓ **Feature Delivery:** Phased rollout of core and major features.
- ✓ **Management Tools:** Club overview, member communications, dashboards.
- ✓ **Reporting:** 10+ new reports with export/print.
- ✓ **Player & Guest Management:** Rerun history, match-ups, guest reports.
- ✓ **USGA Integration:** Automated score updates.
- ✓ **QA & Governance:** Code reviews, test plans, ongoing support.

Insights and Results

The project delivered a stable, high-quality platform with faster feature rollout and strong end-user satisfaction, establishing a foundation for long-term client success.

- ✓ **Faster Time-to-Market:** cutting release timelines by ~30%.
- ✓ **High Feature Quality:** Defect leakage reduced by ~80%.
- ✓ **Strong Customer Satisfaction:** End-user satisfaction up ~25%.

