

FASTER,
BETTER
& Smarter

web applications
Accelerated



Customer

**Kumpulan Wang
Simpanan Pekerja**

Project

**Online i-Account
System**

Business

Kumpulan Wang Simpanan Pekerja (KWSP), or the Employees Provident Fund (EPF), is a national social security organisation operating through a provident fund scheme in Malaysia. The EPF provides retirement benefits for members through management of their savings in an efficient and reliable manner. The EPF also provides a convenient framework for employers to meet their statutory and moral obligations to their employees.

Problem

As part of its continuing efforts to provide better customer service to its members, KWSP has developed a comprehensive online Portal for its members to access the wealth of information on its services and also a unique online i-Account system for its registered members to view their current KWSP account details and transactions online.

However, due to the popularity of the Portal and the hundreds of thousands of registered online users, KWSP's PHP based system was unable to cope with the load and has experienced minute-plus slow page download speeds, server outages and time-outs. This has resulted in numerous complaints from the Public and overwhelming its customer service unit.

Solution

Arahe, in a comprehensive live trial before deployment that lasted a month, was able to accelerate the download speeds to less than 10s and increase server scalability by 40 times. The results were based on KWSP's own stress tests.

Result

- Performance improvements of 300% and Bandwidth usage reduced 80%
- Scalability of i-Account improved 40 times

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