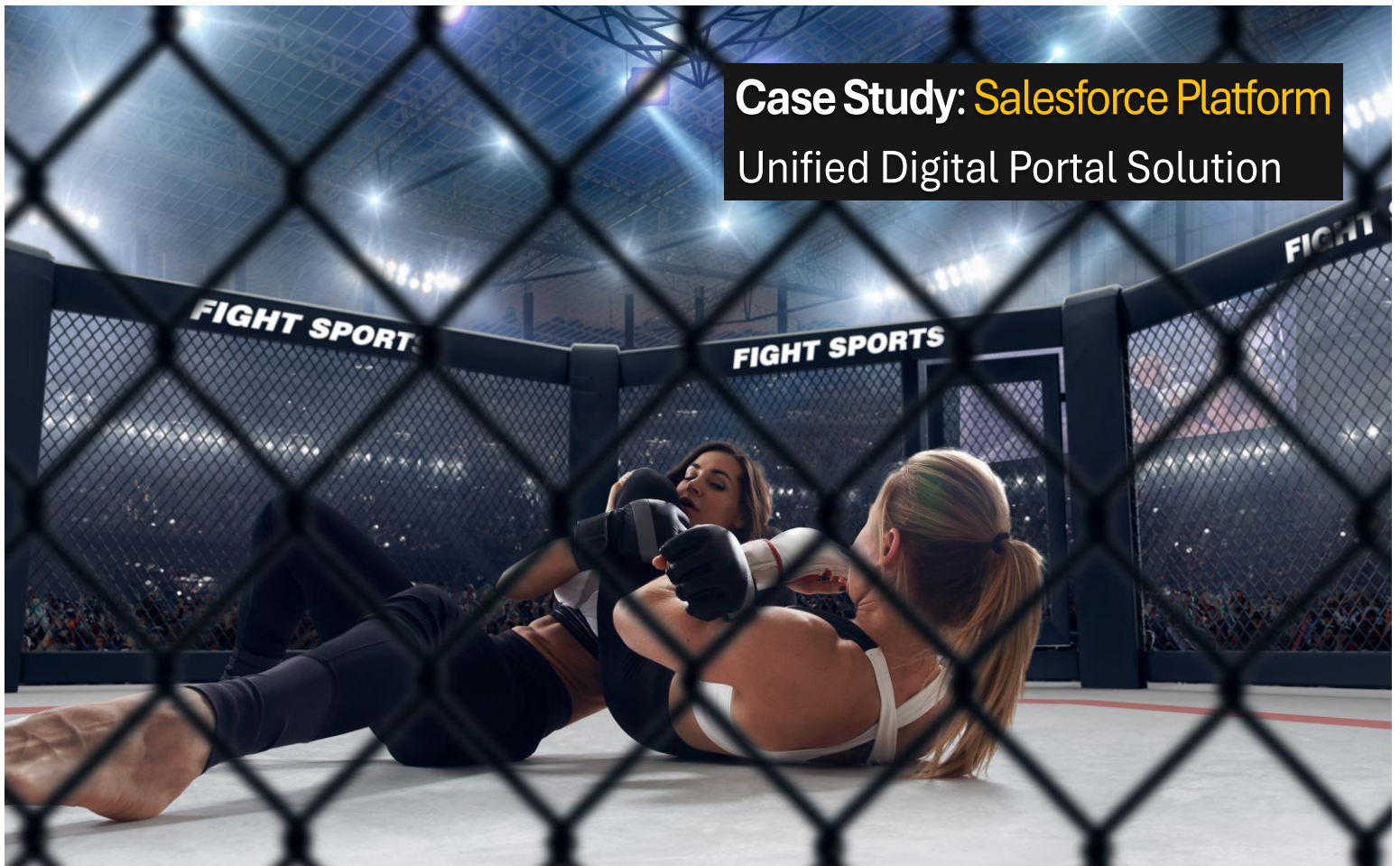


Case Study: Salesforce Platform

Unified Digital Portal Solution



KEY TECHNOLOGIES



service cloud



PayBC



Azure DevOps

Reimagining the Regulatory Experience

The **BC Athletic Commissioner**, operating under the Ministry of Tourism, Arts, Culture and Sport, is responsible for regulating professional and amateur combat sports across the province, from boxing and kickboxing to mixed martial arts. The office upholds the integrity and safety of every event, ensuring that athletes, officials, and promoters meet rigorous provincial standards.

Behind the scenes, however, the Commissioner's online systems were far from championship ready. Outdated technology, fragmented processes, and limited integration with essential platforms made it difficult to manage licensing, event approvals, and payments efficiently. Routine administrative tasks often turned into manual marathons.

To address these challenges, the Ministry set out to create a modern, unified portal that could streamline operations, integrate with core systems like Salesforce and the Ministry Payment System, and deliver a user experience as strong and disciplined as the athletes it supports.



The Challenge

The Ministry needed a complete digital overhaul of the [BC Athletic Commissioner's](#) legacy platform. The existing system lacked flexibility, restricted content management, and could not support modern workflows or accessibility standards. Beyond improving usability, the new solution had to securely connect with critical backend systems such as Salesforce and the Ministry Payment System (MPS), a secure online platform for processing BC Government payments, to enable real-time data exchange and efficient payment processing.

The goal was clear: deliver a unified, scalable platform that simplifies operations, enhances service delivery, and provides a solid foundation for future digital growth.

The Solution

[Falcon Software](#), subcontracted by KPMG Canada, was engaged by the Ministry to address the BC Athletic Commissioner's pressing needs. Our team adopted an iterative delivery approach focused on launching a Minimum Viable Product (MVP), allowing us to meet a critical deadline while laying the foundation for a second phase of advanced solutioning. By prioritizing speed without sacrificing quality, we delivered immediate value and set the stage for long-term growth.

The engagement began with a discovery and planning session to clarify assumptions, align expectations, and establish a shared vision. We conducted a comprehensive review of current systems and processes to identify pain points and improvement opportunities, supported by a detailed technology and design assessment.

With this groundwork, we created a clear implementation strategy that outlined both the MVP roadmap and post-MVP priorities. This plan provided structure for rapid delivery while ensuring scalability for future enhancements. Our development team designed a series of streamlined online forms to simplify data entry and submission processes, reducing manual effort and improving accuracy.

In parallel, we built a custom API component that securely connected Common Hosted Forms Service (**CHEFS**), MPS, and Salesforce, allowing data to flow seamlessly between systems. This integration eliminated redundant data handling, improved interoperability across platforms, and strengthened overall system reliability and support capabilities.

Quality remained central throughout. Rigorous testing, structured test plans, and detailed documentation ensured reliability and supported User Acceptance Testing (UAT).

By combining disciplined planning with execution excellence, we delivered a solution that solved immediate challenges and positioned the client for sustainable digital success.



Key Technologies

Common Hosted Forms Service, Salesforce Service Cloud, Azure DevOps, Ministry Payment System, .NET 8 Core Website / API, xUnit Testing Tool, and ES6 (ECMAScript 2015, 6th version).

Project Delivery Team

Falcon Software assembled a specialized delivery team to ensure the project's success from planning through post-launch support. Our experts provided hands-on leadership across all stages of implementation, including architecture design, development, integration, and testing.

Project Manager & Business Analyst – Oversaw project planning, sprint management, and requirements gathering to align technical execution with business goals and ensure timely delivery of the MVP and post-MVP phases.

Technical Lead & Salesforce Developer – Architected the solution framework, guided integration strategy, and led development of core components, including the custom API bridging CHEFS, MPS, and Salesforce.

Full-Stack & .NET Developer – Built and optimized the portal's online forms, implemented secure data handling, and ensured smooth interoperability between backend systems.

Quality Assurance Specialist – Developed detailed test plans, coordinated UAT, and validated system performance to meet government standards for accessibility, privacy, and reliability.

The Results

What started as a need to replace an outdated system evolved into a modern, fully integrated digital platform. The new portal streamlined licensing, approvals, and payments through intuitive online forms and seamless data connections across CHEFS, MPS, and Salesforce.

On the Ministry side, staff moved from manual workflows and disconnected tools to a unified, automated environment. Processes that once required multiple systems and spreadsheets were consolidated into a single, efficient platform. Real-time data synchronization improved accuracy, while enhanced reporting provided clearer insights into operations and regulatory compliance.

Impact Highlights:

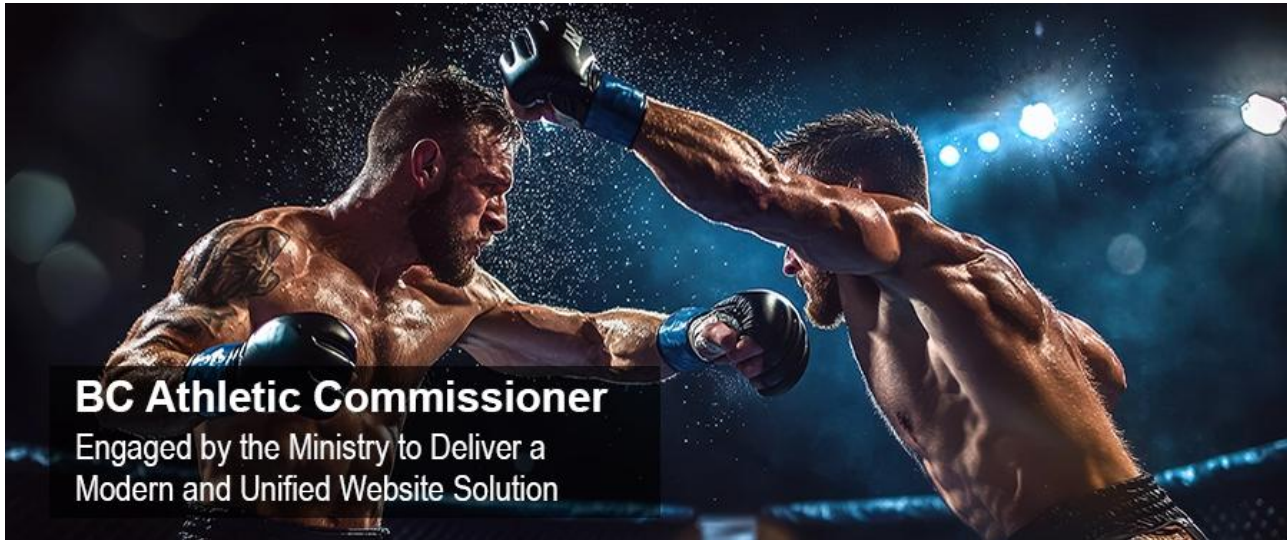
- The MVP launched on schedule, meeting critical Ministry deadlines
- Administrative tasks and approval times were significantly reduced
- Data accuracy and reliability improved through automated integrations
- Staff gained a scalable, user-friendly platform to support ongoing modernization

Case Study – Unified Digital Portal Solution

BC Athletic Commissioner



A Digital Experience Agency



“Massive thanks to the Falcon team for the incredible effort in our integrated platform project. We’re deeply grateful for the teamwork that made this rapid milestone deployment possible.”
— **BC Athletic Commissioner**

Looking Ahead

The BC Athletic Commissioner Portal stands as a strong example of how collaboration and digital innovation can modernize regulatory operations. By replacing outdated systems with a secure, integrated platform connected to Salesforce, CHEFS, and the MPS, the Ministry is now equipped to manage licensing, approvals, and compliance with greater efficiency and accuracy.

Falcon Software is proud to have played a key role, bringing together our technical architects, developers, and project specialists to deliver a scalable solution that met tight deadlines while laying the foundation for continued modernization across the Ministry’s digital services.

Ready to Modernize Your Digital Operations?

If your organization is ready to streamline operations, enhance user experiences, or integrate critical software platforms, our team is here to help.

[Contact us today](#) to learn how Falcon Software can help turn your vision into a scalable digital success story.

