

KEY FEATURES: Data integrity, Cost reduction, Income retention, Business Analysis, MS Reporting Services, Legacy Systems

The issue of data and processing integrity is significant and can severely impact operating costs and company income. A system for selling products and administering customer billing and commissions had grown over the years with new products, changed business rules and regulatory imposed changes.

The problem: Data integrity was an issue and was being compromised by some of the online and automated processes. This was impacting the company's income from customers and through commissions. It was also impacting operating costs due to the need for manual effort in tracing and resolving issues and in compensating customers.

The resolution: A Mintec Systems Analyst with skills in data integrity and process integrity set up a series of gross integrity measures using MS Reporting Services to identify the extent to which income was being lost due to forgone commissions, billing errors and service termination errors. The results were presented to the business who approved a project aimed at ongoing monitoring, eradicating the losses and improving the system functions and workflows to reduce costs.

The issues were prioritised based on impact to customer service, value to the business and ease of resolution. A project plan was then developed with the fixes to be implemented through the normal monthly releases as change requests, enabling the ongoing system enhancement work to continue at the same time.

The original analyst worked with other analysts and developers to further identify the causes and put in place robust solutions. The Quality Assurance team were briefed and, as the issues were often complex and inter-related, worked with the analysts to develop comprehensive test plans.



The outcome:

- The business has reduced the loss of income from inappropriate termination of service, and also reduced the cost of compensation and staff costs in following-up issues.
- Customer Service levels are higher.
- Staff have a higher level of confidence in the system.
- Quality Assurance now include the more complex test cases in their testing.
- Ongoing monitoring is catching issues earlier.