



CASE STUDY

## MEETING FEDERAL LICENSING REQUIREMENTS

Through Data Warehousing and Reverse Business Analysis

EXECUTE

### THE BUSINESS CHALLENGE

Our client faced a significant problem when it sought to enter a new market in a new region. Though the company had a good record of customer service, to obtain a license for the new market it **needed to meet strict Federal standards**. Further, to prove the standards were met, Federal licensing requirements dictated that both company management and the Federal regulating commission for their industry had to have the capability to monitor customer support performance history.

The problem was that although the data necessary for such monitoring existed within the company, the **data was not being compiled in a central repository**. To support the strategic goal of entering the new market, the company needed to create a complex data warehouse.

### AGSI'S HIGH-LEVERAGE SOLUTION

AGSI joined forces with an internal client team to form a partnership and solve the problem. Using information drawn from various internal sources, the team designed, built, tested and implemented the data warehouse. They also developed a series of data marts for business analysis. The system, which gathered data from various sources, included **automated data feeds, the transformation of that data through application of new business rules, storage of the transformed data and reporting on the content**.

The information contained in the data marts was then made available to senior management and Federal officials via Web-based applications, which enable both entities to monitor customer service transaction requests including: number of support request calls, duration of service calls, success completion rate and duration of open service requests.

### VALUE TO THE ENTERPRISE

This project was a key enabler that allowed the company to prove its customer service level requirements met Federal standards. This led directly to the granting of the Federal license necessary to enter this market.

With this license, the company was **able to enter nine states**. Doing so **reduced the total annual licensure charges to the company by more than \$1M**.

### IN BRIEF

#### CLIENT:

Fortune 500 Company

#### ENGAGEMENT:

Data Warehousing Application Development

#### CHALLENGE:

Establish records model to meet strict Federal licensing guidelines in order to enter new markets

#### OUTCOME:

New data warehouse and data mart series were designed and implemented, allowing entry to nine new markets and reducing costs by \$1M