



## Conseco Inc.

Application Outsourcing . Data Warehousing

*Conseco, through its IT division, has successfully leveraged the services of its wholly owned subsidiary - Conseco India - to manage costs and ensure high quality deliverables.*

### Challenge

Conseco India entered the Conseco Data Warehouse, while it was facing the following challenges:

- Manual and time-consuming processes and Lack of algorithm to maintain changing agent/product/marketing information
- Data and information within warehouse and/or marts cannot be understood and Out-dated/insufficient documentation
- Response times too long or lack of understanding in running queries and creating reports and data in the source systems erroneous and errors identified during the extract/transform process not corrected within the source systems
- Data structure changes within source systems not reflected in data warehouse data marts
- Errors in the data within the data warehouse and/or data marts and Cost of maintaining the Data Warehouse

Conseco engaged Conseco India to overcome the above challenges.

### Solution

Conseco India proposed, designed, developed and implemented solutions to counter the challenges.

- Completed automation of the processes using AutoSys/Cron, Unix scripts and PLSQL procedures/ packages and Implemented logic to maintain changed dimensions
- Developed standard design document for all the existing marts and put as a practice for new marts and Procedures for maintenance of documentation in line with changes to the source systems
- Tuning queries and reduced response times to a great extent from days to hours. Training end users about data elements.
- Extractions/transforms designed to report errors within source data wherever practicable
- Aged reports of out standing errors. Responsibilities allocated for correcting errors within source systems. Agreed approach for treatment of errors reported, with regard to the action to be taken for the specific extract/transform run
- Specific consideration of impact on data warehouse/marts within source system change control procedures. Source system changes reflected in data warehouse and data mart documentation. Source system changes tested through to data warehouse
- Database integrity checks such as referential integrity , and data model integrity checks such as reconciliation of aggregates. Control of unauthorized update of data warehouse and/or data mart

### Benefits

Reduced manual steps by writing menu scripts with easy options to accept parameters and validate them

- Automated of the processes using AutoSys wherever possible and Documented all the processes for ready reference
- Completion of load processes well before the normal completion times; thus making the efficient use of resources
- Significant cost savings in Warehouse maintenance and receives good customer satisfaction ratings on technology systems maintenance and production support services.

*"I am very pleased with the progress we are making and I am excited about the possibilities for the future of the data warehouse and our team. We here in Carmel consider all of you a vital part of our efforts to make Conseco Insurance Group a more effective company. Thanks for all your hard work and dedication."*

- Dennis Crossman, 2<sup>nd</sup> Vice President  
Conseco Insurance Data warehouse

### Conseco India Profile

- A wholly owned subsidiary of Conseco
- SEI-CMM Level 5 & ISO-9001: 2000 Company
- State-of-the-art IT, communication, Training & infrastructure facilities
- Qualified resources with Phd's, Masters in Engineering, Masters in Computer Applications, MBA's, Bachelors in Engineering, etc.
- Resource pool with insurance domain expertise
- PMI, CSQA and SOA certified resources
- Expertise and experience in legacy , core and new platforms, technologies and tools
- Proven track record
- Excellent internal customer retention history

### Service Offering

- Software design, development and maintenance
- Software re-engineering
- Production Support
- Database Administration
- Software Migration and Conversion
- Analysis and Support for Insurance Products