



# Unitech Balancing

Minimizing turnaround time and maximizing accuracy

Conseco is an insurance major in the US. To support its computer operations with huge transactional data residing on the Legacy systems, Conseco, through its IT division has leveraged the services of its wholly owned subsidiary - Conseco India - in the areas of Application Maintenance and Production Support to manage cost and ensure high quality deliverables.

## Client

Conseco, Inc. is one of Middle America's leading sources for supplemental health insurance, life insurance and annuities. It is a Fortune 500 company, with more than \$4 billion in annual revenues. Incorporated in 1979, and beginning its operations in 1982, today, Conseco reaches out to more than 50 million potential customer households across America through its subsidiaries and a nationwide network of distributors. With its mission to be a premier provider of insurance products to America's working families and seniors Conseco helps nearly 5 million customers step up to a better, more secure future.

## Challenge

The manual balancing process involved collecting the daily transaction amounts from different systems, through output reports, tabulating them manually in lengthy excel sheets and balancing the debit and credit amounts by comparing with the original input files. This was a tedious, time consuming and highly error prone process. One cycle of balancing from various reports and files was consuming almost 24 hours. Conseco had a need to automate this process in order to drastically reduce the turn around time and improve accuracy of the balancing.

Conseco, believing in the highly experienced and innovative team members of Conseco India offered the automation of this balancing process as a new engagement.

## Solution

Conseco India tailored Unitech software programs to extract the data from various output reports of various companies based on pre-defined criteria. This data was reformatted and tabulated into Excel sheets using COBOL programs designed and developed by Conseco India.

Conseco India designed and inserted Excel macros in COBOL programs to balance the debit and credit amounts of the daily transactions in the Sread Sheet completely automating the whole process.

Conseco India could complete this job well ahead of time. This process has been successfully implemented for the CK4 system.

## Benefits

With the introduction of Conseco India automated balancing system,

- The cycle time for the preparation of balance sheets is drastically reduced to less than an hour.
- Throughput on the balancing activity has increased
- As the accuracy of the results improved, redundant and rework has been minimized to almost zero
- Conseco enjoyed significant cost savings in the development of this engagement owing to the offshore model of Codelinks.

Conseco India is providing continuous support and coordinating with the internal customer in case of any problems in the automated transaction processing system

*"That was very complicated work to do but you did it well and it is saving the users a lot of their time every day. It is so successful that they have told us they want to do the same kind of thing for other Balancing Processes in the near future."*

- Steve Martin  
US Contact for Unitech

## 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