

PluralSoft has built a team of professionals with a cross section of relevant experiences who are qualified to deliver unparalleled end-to-end solutions for our customers.

Large Canadian Title Insurance Company

Business Problem

A large Canadian title insurance company was experiencing inconsistencies in frequently delivered company metrics and reports. These inconsistent metrics and misinformation made executive decision making more difficult, untimely and error-prone. The inconsistency of metrics reported was due to individual managers and business units requesting information from different source systems without a full understanding of

- the underlying business processes that create the data for the report across various IT systems,
- the various business subject areas,
- the common information requirements across business subject areas and business units.

For this reason, each system owner was left with the ability to define what the data “meant” to the business, leaving room for interpretation and argument.

Further, reporting of Customer Revenue, Cost & Profitability across different lines of business was manual due to siloed IT systems and a lack of a common information model that integrates data from multiple source systems across common business subject areas.

Executive management determined that an Enterprise Reporting project was needed to resolve these discrepancies. The project’s objectives include:

- Achieve a “single version of the truth” in reporting ;
- Ability to create reports that combine integrated information from multiple source systems;
- Data on reports ties back to the system of record; and
- Enable users to create their own reports rather than having IT create reports for them.

PluralSoft delivery methods include:

Onsite

Offsite

Offshore

Globally Integrated Teams

PluralSoft

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Engagement

PluralSoft was engaged to provide a BI roadmap for the solution which included:

- A self service environment for report generation
- The ability to create reports that consistently merge data from multiple systems with consistent data definition
- Prioritization of business requirements and issues
- Identification of issues/objectives that are important for the enterprise as a whole rather than individual departments

PluralSoft worked with the business sponsors and lines of business to identify, document and prioritize the universe of business requirements and issues. PluralSoft then performed an extensive source systems analysis of the operational systems for 9 major line of business. Source data profiling was also done to achieve 2 primary goals :

- Create/Enhance metadata about the source systems
- Identify processing rules for eventual integration of disparate source systems into EDW.

Result

PluralSoft presented its findings from the source systems analysis through a logical view of the existing systems as well as a logical view of the end solution. A detailed analysis was provided for the logical transformation from the source systems to target end state solution. A comprehensive BI roadmap was presented providing a complete plan to move from the present state to the recommended end state.

Based on our recommendations, the customer successfully developed and implemented the Business Intelligence environment and enabled self service to robust, consistent reports.

Right Service

The Right People

- Our model is not the same as the large consulting houses – we bring small expert teams to lead projects to successful conclusion, and work with our clients internal teams to ensure knowledge transfer at every step.
- We stand behind our commitments and take ownership of our responsibilities and we deliver what we promise.

The Right Time

- Our business is not to become integral parts of your business. We measure our success by our ability bring initiatives to successful completion quickly, and ensure self sufficiency.

The Right Methods

- Key to our success if our ability to bring proven methodologies

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