



CASE STUDY

Streamlining Reporting Capabilities via a Centralized Data System and Oracle BI Tools

THE BASICS

Client: Prominent Mortgage Company

Industry/Sector: Mortgage

Introduction

As a prominent mortgage company in the U.S., our client has extensive computer and data systems. Over the years, multiple databases had been introduced into their ecosystem due to acquisitions and application development. Most of these databases run on different RDBMS, such as Informix, Oracle, SQL Server, and, in some cases, Access.

Due to this convoluted database collection, each department created their own reporting solutions via technologies, like Excel, Oracle Reports, and Crystal reports. These solutions depended on the client's IT team for setup and changes. This workflow created huge overhead in terms of maintenance costs and created a severe security risk; sensitive consumer data could be accessed by multiple users across divisions without centralized control of any sort. In addition, some reports taxed the production databases causing noticeable delays during business hours.

The Challenge

Our client came to us for a centralized data system with streamlined reporting capabilities. They required Oracle Cube Views to facilitate better performance queries and faster reporting across the organization. They recognized the need for tighter administrative and management system controls to boost security and maintain oversight. They also wanted a more efficient process for making report changes; they did not want their IT team involved in minor to mid-level report issues.

What We Did

- We wrote custom ETL to extract the data from the source databases and populate the centralized database. We deployed Oracle Business Intelligence tool (Discoverer) and configured it to re-create the existing reports.
- Oracle Application server and database instances were part of the customer's original enterprise, so in-house expertise was already established for maintenance purposes. Our team provided user training material and tutorials to teach the rest of the organization the new BI tool and features.
- We recommended an aggregation of all enterprise-wide data to a centralized data warehouse. This consolidated all reporting functionality to a single source/technology.
- We performed a detailed analysis of all existing reports across divisions and identified the associated data elements. This analysis provided insights for establishing the appropriate data model for the warehouse.

Why They Hired Us



Deep experience in today's technology trends, applications, and tools and how to effectively apply them to any industry.



Creative IT solutions tailored specifically to our client's situation, timeline, and budget.



Customer service; we listened, we collaborated, and we created a solution that met our client's needs.



Proven expertise; we have 20+ years in the technology sector working with organizations around the world.

"CCS Global Tech's consultants created a data warehouse that helped us consolidate data from multiple data sources, streamline our reporting, and improve our security, which lead to significant cost and time savings."

The Results

The client saw immediate ROI on the new centralized data warehouse and reporting system:

- Employee productivity increased significantly.
- System security was improved.
- Licensing and resource costs were reduced.
- The IT team's time and resources were used more efficiently.
- Employees delivered better customer service.
- The production functions weren't overtaxed.



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