

*Giving you the ability to navigate data at the speed of thought*

“ Previously users were having difficulties validating monthly reporting. With Journal Drill Down, interrogation is now quick and easy to use. ”

(CFO)

## Background

Resolution Life is a specialist U.S. life insurance company with considerable experience in the rapid build and implementation of leading edge operational systems. The Resolution Group has a pedigree of integrating Life Insurance including 25 life insurers, over 10 million policyholders and \$200 billion of policy assets.

## At A Glance

Customer	<ul style="list-style-type: none"> <li>Resolution Life</li> </ul>
Industry	<ul style="list-style-type: none"> <li>Financial Services</li> </ul>
Base System	<ul style="list-style-type: none"> <li>Oracle ERP</li> </ul>
Challenges for Resolution	<ul style="list-style-type: none"> <li>Reporting was slow, unresponsive and at times unstable.</li> <li>Data validation was complicated and often unreliable.</li> <li>Reporting and data analysis functionality were consuming excessive technical development resource.</li> <li>There were multiple reporting templates, which created a significant ongoing maintenance overhead.</li> <li>Resolution has a compliance heavy, regulatory environment.</li> <li>Resolution is a complex multi-company, multi ledger and multi-supplier operation.</li> </ul>
Requirement	<ul style="list-style-type: none"> <li>Develop an outsourced and Cloud based service model.</li> <li>Implement an intuitive and transparent end user reporting tool set.</li> <li>Overcome the data extract and report limitations of Cloud.</li> <li>Build a low cost reporting environment.</li> </ul>
Outcomes	<ul style="list-style-type: none"> <li>Significant cost savings by removing the dependency on specialist technical resource.</li> <li>The new processes were implemented in short time frames (weeks rather than months) with fewer iterations.</li> <li>Newly empowered users had the ability to:               <ul style="list-style-type: none"> <li>quickly interrogate and visualise data</li> <li>navigate intuitively</li> <li>full data detail with drill down and drill across functionality</li> <li>write self service reports</li> <li>work within a familiar environment</li> </ul> </li> <li>Users regained confidence in the underlying Oracle system.</li> <li>Users were able to discover data in real time, reacting quickly to the results with no delays or retracing previous steps.</li> </ul>

## The Cloud Challenge

The benefits of moving to Cloud solutions are well established. These include the low cost of ownership and a reduced IT footprint. Furthermore, importantly for Resolution, the speed of implementation and the ability to scale operations.

However Cloud has some disadvantages; it is not configurable and access to the backend databases is restricted. There are limitations on the type of queries that can be run and the volumes of data that can be returned. One solution for this is to build a suite of tailored reports that provide pre-set views or windows into the data. Yet this can turn into a high cost solution as report writing requires specialist skills: a good understanding of underlying data structures and an intimate knowledge of the Oracle tool sets. This approach also creates an ongoing legacy since the reports need to be maintained whilst systems develop and scale to the changing operational environment.

“The Journal Drill Down saves us precious IT Development Cycle Time”

(Oracle Consultant)

#### Modules Implemented:

- ❖ Journal Drill Down
- ❖ AP Drill Down
- ❖ Mapping Tool
- ❖ Statutory Reporting Grid
- ❖ Bulk Upload Templates

#### Requirements

Resolution wanted users to have easy access to their data and develop clickable data views to enable fast, accurate interrogation. Cloud processing had meant that drillable functionality was ineffective.

Slow refresh rates meant that users weren't able to work efficiently. Therefore, they wanted users to discover the data through an efficient interface that mirrored natural thought processes.

Existing filter templates within the system were complicated and cumbersome requiring specialist understanding to populate reports effectively. In addition, there were ongoing bugs and stability issues which meant that core functionality sometimes did not work as expected.

Resolution needed to extract high volumes of data to satisfy both internal and external compliance and reporting needs. Such data volumes were restricted when working across the Cloud.

#### The FullFAT Solution

The Journal and AP drill down processes provided end users with the 'one stop shop' required to develop and prototype their own reports. The ability to load the entire dataset across tens of millions of records provided the clickable drill down and drill across experience required. Holding the entire dataset in desktop memory meant that users could 'see the options' and were guided through the data and selection options. Users could be confident that they were working with complete and accurate data, in a familiar Excel environment, with minimal training.

The flexible reporting tool minimised the need to develop and maintain multiple reports. This, in turn, significantly reduced the development time and costs of implementation. Once perfected, core reports can be locked and shared to provide a consistent audited view which remains linked to the continuously updated detailed dataset.

#### Outcome

Easier analysis and transparency of data meant that users quickly regained confidence in the system. This is measured by the fact that Drill Down Tools have fast become the method of choice, both to validate and report on the Oracle data. Finance soon became champions of the system, rolling out the same functionality across AP and statutory reporting.

Empowered users were able to prototype, save and share their own reports much more intuitively. Moreover, development cycles were significantly reduced which shortened the overall time and cost of implementation.

By providing a reporting layer that enabled users to effectively interrogate and validate the underlying system, the implementation of the Fusion Cloud was fast, low cost and ultimately successful.