ETL Support

A fortune 500 insurance organization of USA

THE CLIENT PROBLEM STATEMENT

- Internal SMEs busy in handling support work

- No Dedicated support team

- Not Satisfied with Incumbent approach of managing the support work

NIIT technologies

SOLUTION

- Modelled ETL support on AMPS model and brought it under the AMPS umbrella
- Centralized support team
- Proactive additions to scope
- Dedicated mailbox for application monitoring
- Offshore heavy staffing
- Extended support coverage (24*6)- Sunday off

DATA SOURCES → ETL → DATA WAREHOUSE → BUSINESS INTELLIGENCE
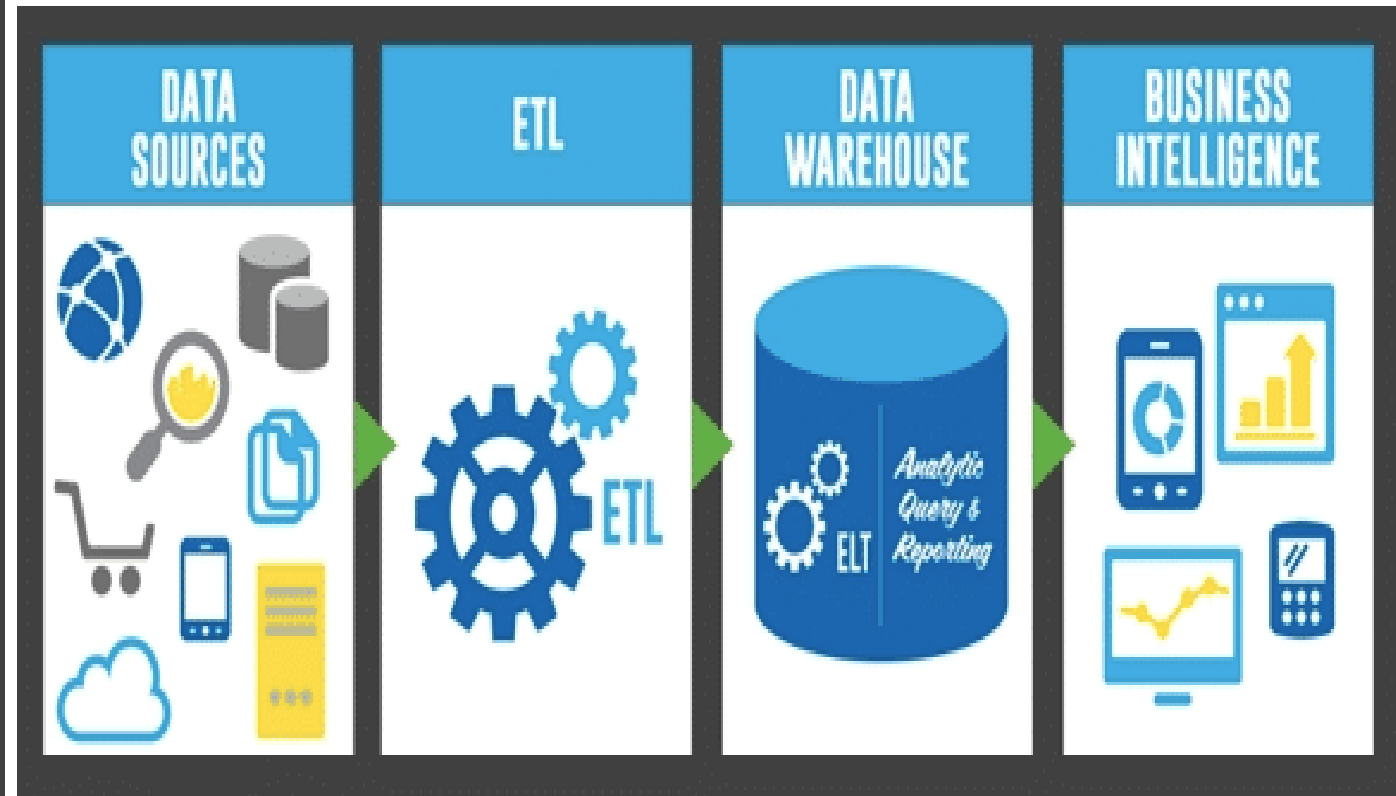
BUSINESS OUTCOME

- Annual Cost Reduction of $83k
- Reduction in RTB hours – 2,400 hours
- Transition within two months
- Annual saving $105K
- Zero cost for transition – 850 hours
- Base for future ETL "centralizing" including development