



Annual savings of hundreds of thousands of pounds through critical process reform

Industry case study: health insurance

Challenges

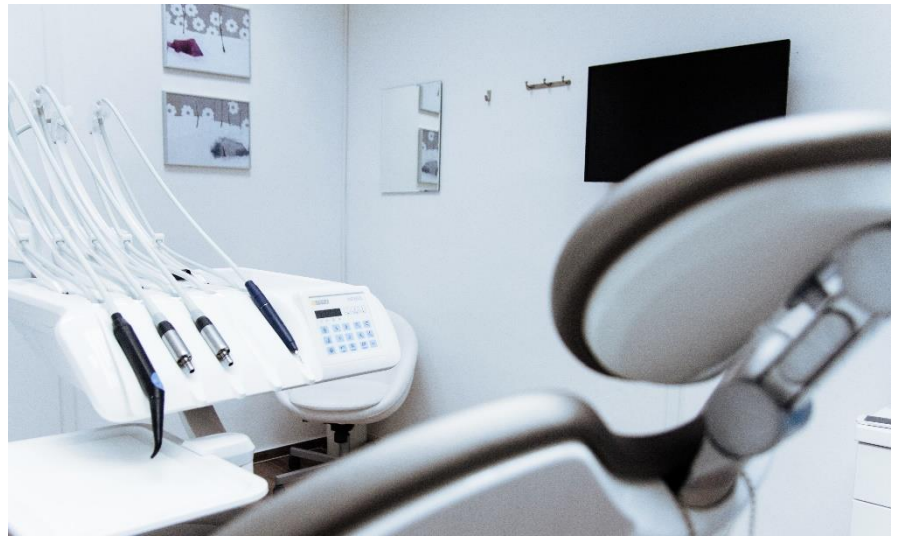
- Hundreds of thousands of pounds lost annually through lack of productivity due to enforced staff downtime
- Critical month-end business processes and related departmental jobs taking up to a week to complete
- Existing analytics environment plagued by inefficient, legacy code
- Lack of coding standards used
- Many regular tasks require manual intervention
- Replication of tasks across teams
- No documentation of their data warehouse.

Solutions

- Interviews with key stakeholders and decision makers to pinpoint key business pain points
- Migration of key processes from SAS to the customer's existing SQL Server warehouse
 - Design and documentation
- Code enhancements
- Platform reconfiguration
- Automation of manual tasks
- Retrospective documentation of the data warehouse design.

Benefits

- Annual savings of hundreds of thousands of pounds
- Improved efficiency of month-end business processes - extraction program run-times reduced by up to 5 hours
- Increased team productivity to reduce losses generated through delays and task replication
- Code documented to be fitted in SQL Server
- Environment longevity achieved through a clearer view of code and underlying processes.



Migration of key business processes to a SQL Server warehouse, coupled with optimised coding, improves internal productivity and realises key cost savings.

Background

Our customer, a health insurance provider, relies on its analytics environment and related processes to enable the production of departmental reports. Data is stored in SQL Server and is extracted to SAS through the running of multiple programs. This output data is shared with key departments, including credit risk, commercial and marketing, who utilise the essential data to inform critical departmental decisions. These decisions are fundamental to ensuring the ongoing effectiveness of the department as well as futureproofing success for the business as a whole.

Business issue

The customer achieved impressive growth over the course of many years, but its monthly data processes hadn't managed to fully scale in-line. There were several limitations in the existing ETL processes – many of them had to be started manually and took several days to complete. During this processing time, analysts were prohibited from running SAS programs, severely limiting productivity.

Meanwhile, any unexpected issues or hold-ups during these processes had an impact further downstream within the business.

Departments reliant on the information couldn't generate departmental reports and inform decision making until the information was available. The cost of lost productivity due to unavailability of data and the analytics platform was estimated to total hundreds of thousands of pounds per year.

Causes

Code inefficiencies had become exacerbated over time as the organisation expanded. There were several examples of duplicated tasks across teams, and areas where automation could reduce the need for manual intervention. Finally, with no existing documentation of their data warehouse, code amendments required a significant time to implement, creating a reluctance to implement change in the organisation.

Vision

The customer sought to reform its existing business processes to ensure the provision of departmental data within a reasonable timescale. They sought the support of Amadeus with whom they already had a close, valuable working relationship.

Amadeus solution delivered

Amadeus worked on essential improvements to the customer's existing processes. This comprised several steps to achieving the customer's vision:

- Interviews with key stakeholders and decision makers pinpointed key business pains.
- Major efficiency improvements delivered:
 - Platform reconfiguration
 - Code enhancements
 - Automation of manual tasks
 - Migration of appropriate processing into SQL database.
- Retrospective documentation of data warehouse design.

Results

Following the implementation of this solution, the customer realised several substantial benefits:

- Annual savings of hundreds of thousands of pounds generated through restored staff productivity.
- Processing times slashed for producing business critical information to be shared with departments - month-end timelines reduced:
 - Claims extraction program run-time reduced from 12 3/4 hours to 7 1/2 hours.
 - Books extraction program run-time reduced from 5 hours to 3/4 hours.
- Automation of formerly manual tasks alleviates the workload pressure on individuals and the requirement for out-of-hours manual intervention.
- Business process and coding best practices enables efficiencies and ensures the customer capitalises on the strengths of its analytics platform.
- Comprehensive documentation to guide the SQL Server migration. The documentation ensures longevity of the solution by making it easier to understand what processes are hidden underneath.

Amadeus' solution enabled the customer to realise annual savings of hundreds of thousands of pounds through lost staff productivity now restored.

About Amadeus Software – trusted analytics experts

Founded in 1989, Amadeus has an impressive history of supporting its customers in maximising their Return on Investment from data through the application of data analytics and data science across its key business services.



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Amadeus partners leading providers within the industry, including SAS, Microsoft and AWS, to ensure our customers receive the best solution to meet their challenges. These solutions can be across any main programming language, such as SAS, Python, R or SQL.