

The Client: **iCorp.com**



The Dilemma:

Real-Time Data Integration

Data from multiple sources must be integrated to process claims for customers. Aggregating data from multiple paper reports into one report is time and resource consuming. Customers cannot fulfill claims in a timely manner since they are dependent upon a slow data integration process.

The Challenge:

Create an automated solution that provides customers with ready access to all of their data.

The Solution: DECISION SUPPORT'S DQbroker® and DQview™

The Talk:

Until I saw DQbroker at work, I didn't believe a solution for this kind of integration problem existed. I know that the industry has invested substantial time and money trying to build data warehousing solutions that are not obsolete upon completion. Decision Support's data integration tool is up and running quickly, and gives us a fast, flexible, and efficient data integration solution that works right now.

John Pierce

*iCorp.com
President and Chief Technology Officer*

DQbroker and DQview are powerful data integration tools that enabled us to create a virtual data warehouse that integrates all of our policy and claims data. An added bonus is that their report writing and data acquisition features are superior to any other product currently in the marketplace.

Robert Cericola

*iCorp.com
Manager of Business Operations*

The Comparison:

Then

The old stuff

The process:

Critical client policy and claims data is received from several sources including Excel, SQL Server and FoxPro. Reports must be generated on paper and aggregated into one report. About thirty days is required for the data to be analyzed and integrated into a single report.

Projected time spent:

Thirty days per report

Business impact:

Aggregation of data is arduous and resource intensive in both computer and human effort. Accuracy levels are below par due to hands-on analyzation of multiple reports and human error. Customer data fulfillment times are unacceptable.

Now

DQbroker & DQview

The process:

The needed policy and claims data is immediately and simultaneously integrated from all data including desktop and server sources by DQbroker. A report is generated by building a query within DQview's simple query builder and inserted into the spreadsheet that has been customized for the report.

Projected time spent:

Minutes per report

Business impact:

The time-consuming task of manually aggregating data is automated and rolled into the process of creating a single desired report. The time-savings is immense, resulting in greater productivity and efficiency. Accuracy levels are increased because of the elimination of human error in aggregation.

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