

Case Study: Customer Account Number

About the Client: Legg Mason

Legg Mason, Inc. operates as an asset management company worldwide. It operates in three divisions: Mutual Funds/Managed Services, Institutional, and Wealth Management. The Mutual Funds/Managed Services division operates mutual funds business; and provides asset management services to retail separately managed account programs, such as wrap programs. The company was founded in 1899 and is headquartered in Baltimore, Maryland.

Client Situation

The current technical environment did not have the capability of tracking & verifying customer account number [A/C#] changes between Legg Mason's several branch offices.

Our Solution

CS Solutions' **Ab Initio** team enabled Legg Mason to better utilize their investment in Ab Initio and delivered the data integration solutions that was required to track and verify customer account number changes across various channels. The tasks involved were:

- Detailed analysis and design
- ETL architecture development
- Construction, unit/system test
- Acceptance test
- Productionalizing

The project consisted of the following:

- Building a client account system
- Maintaining historical information in the data warehouse
- Creating bulk and incremental load processes
- Incorporating all appropriate error handling processes
- Developing an ETL (extraction, transformation & loading) architecture

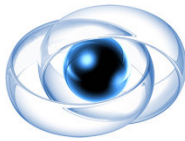
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Key Challenges:

- Understanding data as it was scattered around numerous metadata repositories
- Inadequate documentation
- Manual work required major data massaging that was not documented anywhere
- Data mapping information was not available at all
- Various data sources included flat files, spreadsheets, etc.

Benefits

- Leveraged available tools to their fullest extent for development, resulting in minimal additional licensing cost
- Delivered a high performance, reliable and scalable solution
- A single solution covered several cross platform infrastructure and business units
- A single view of the customer enabled Legg Mason to perform business functions more effectively and efficiently
- Quick access to information via extensive reports



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