

Case Study: MI Strategy Project for Travelers

About the Client: Travelers

Travelers, a member of St. Paul Travelers, is the second largest writer of auto and homeowners insurance through independent agents. St. Paul Travelers is headquartered in Saint Paul, Minn., with significant operations in Hartford, Conn. The company also has offices in the U.K., Ireland and Canada.

Client Situation

The existing MI environment comprised of multiple reporting applications. Examples include Book Analytics, OPMI etc. These applications were custom applications, which imply that they were built, maintained and managed by an in-house team from scratch, but were capable of integrating with third party products.

Data sources that fed these reporting applications varied in terms of the manufacturers of the data store engines. These data stores included SQL server, DB2 and Oracle. For most part these data stores were relational in nature but there were some parts of it that were multi-dimensional in nature. For example a star schema was created to feed data to the Book Analytics reporting application.

Our Solution

CSSI worked with Cognos and Travelers to develop an MI Strategy that had 2 main phases:

- Creating a robust data warehouse using Teradata
- Creating robust reports, analysis, events and adhoc queries using Cognos

These two will eventually replace all or most of the existing reporting infrastructure.

Creating a robust data warehouse using Teradata:

This part of the project is the data warehousing part. They intended to use ETL process to load the data into data warehouse structure that will be created in Teradata. Ideally this process should finish before the Cognos part but they wanted to do it simultaneously.

Creating robust reports, analysis, events and adhoc queries using Cognos:

This part of the MI strategy is the Cognos driven part. Create web-based report, analysis, ad hoc queries and events through Cognos. They wanted to also use Cognos' dash boarding capabilities to create a landing page for all users where they can easily access their reports and other management information (MI) to do their job.

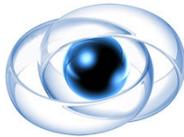
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Key Challenges:

- Political landscape against data sharing
- Building data integration architecture suitable to all stake holders
- Data reconciliation
- Dash-board contents and usage
- Web-based report creation, distribution and usage

Benefits

- Enterprise data warehouse acting as centralized data repository for all to use
- Ease of data access, reconciliation and distribution
- Robust reporting tool enabling end user to run ad-hoc and canned reports
- Reduced Total cost of ownership (TCO)
- Efficient, effective and actionable data/information



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