

The reporting processes of some businesses are inherently complex, especially when the businesses they support include sophisticated multi-national operations. In a fundamentally complicated, high-pressure sector, managers at ANC recognised that administration manager Deen Hamaker had, “one of the most complex reports we’ve ever seen.”

introduction

Deen did not need much persuasion when management suggested that he try to minimise that complexity by making use of SolveXia with the added incentive that, if it worked, “we’d roll it out across the company.”

He says, “Initially, I ran two of those complex monthly reports on SolveXia, but even after the first one I knew SolveXia was the right solution for us.”

“By the second month, the time-savings generated by using SolveXia were clear to everyone. Over the cycle of running the four different monthly reports configured on the SolveXia platform, I had the process of reporting down from ten days to three days – that is a huge jump in efficiency.”

“SolveXia has made a significant difference in the allocation of my time. I can now focus on the higher value parts of my job, which is better for our business, and frankly, more rewarding for me.”

introducing solvexia

SolveXia is a visionary tool in an emerging class set to transform whole industries. It is a hosted, enterprise-grade platform for automating mid and back office processes. It is targeted at organisations that need rapid adaptation of routine, time-consuming, data-intensive processes at a disruptively low price.

And it enables reporting on complex data sets in dramatically simplified and compelling ways.

As software-as-a-service, SolveXia sits in the cloud, is accessible via any modern browser and is provided at a low monthly cost, paid for by “the seat”, or individual user, as an operational rather than capital expense. Users can pay for as much or as little as they use, in line with the fortunes of their business.

Offering 24-7 uptime and eliminates the need for custom development at the client end, where available resources may be tied up on other tasks.

*f*rom days down to minutes

The international distribution business generates massive volumes of critical operational data. SolveXia is proving its capacity to improve organisational efficiencies.

In Deen's words, *"I've been shocked in a good way, in that, instead of having to spend three or four days producing a report, I could put all of my data into SolveXia, go out for a coffee and come back to find the information I wanted sitting in my email."*

*c*ontrol at the core

Deen explains that the increased control SolveXia has given him over the hefty Excel spreadsheets and complex process steps involved in his business reporting is remarkable. ANC is an aggressive user of Excel, as it is a powerful and flexible tool, but on its own it lacked some elements of control.

Excel on its own cannot provide the consistency, control or process reliability demanded of critical business reporting data such as ANC's. Deen says, "We achieved this huge time saving because of SolveXia. When you have to change information manually it means actually going through each line and adjusting the data by hand – this can take a very long time."

"And we're talking about very large Excel spreadsheets here, with seven or eight thousand lines on a sheet."

By contrast, Deen says, *"SolveXia has given us a highly standardised, repeatable and efficient process."*

"Once the report is created, SolveXia then goes through and checks the report for any inconsistencies and puts them on a different sheet, identifying line items for review and checking."

*m*inimise variation

Complexity is embedded in ANC's DNA.

"I came on when ANC took over what was Overseas Courier Services (OCS). The OCS network is a very large international courier network." Deen says.

When ANC took over the business, there was still a lot of reporting back to Japan required, and Japan has very specific reporting requirements. The relationship between Japan and Australia also involves reporting on the complex cross-charging relationship between the entities.

"SolveXia has massively reduced the process of creating the monthly statement that passes between us and Japan," Deen says.

"Some of the reports we were getting from Japan were also from an older type of software. SolveXia has since made light work of this challenge. There are various different ways that SolveXia has been able to achieve this result and SolveXia ensures that documentation is always accurate," Deen says.

"SolveXia has in effect allowed us to bring very different IT systems together to produce a single set of cohesive results."

a robust customised result

Deen says setting up a custom report in SolveXia is straightforward.

“In SolveXia, to build a report, you put the raw data in, transfer it over on to a sheet that has the formula in it and it automatically creates the finished report for you. You focus on the design of business process and let technology drive the repeatable execution. This allows you to use your time where it will be most valuable for the business.”

“The system and its outputs are also robust and utterly dependable,” he says.

enable rapid change

Deen says, “SolveXia makes it easy to change and adapt your automated processes. If you’ve been doing a report for some time, it is extremely easy to make specific changes such as when the standard format for international consignment note numbers changed, it was a two-minute job.”

As for dealing with SolveXia itself, Deen is unequivocal about the service he has experienced. *“They are fantastic to work with. They’ve been really helpful and supportive, anything we ever needed, they were there.”*

“I use a lot of self-service and that’s allowed me to be very independent, so when somebody in the company comes to me and says, I want to use SolveXia to help me make this report, I can create all the modules necessary to do it.”

serve well to complete

SolveXia has provided ANC with a new and reliable competitive weapon.

“We produce a lot of KPI reports for clients, which is common for distribution and delivery companies,” Deen says.

“A lot of our big clients have customised reports they want us to produce, not based on what comes out of our software or the reporting we produce for ourselves, but on what they want.

“The delivery parameters for a specific client may be that the delivery takes no longer than four hours from location A to location B. They want a report that tells them on a daily basis what percentage of arrivals were within the time period and what percentage were outside of it, and how many were early or late within five-minute increments, and listed by ‘p’s, and the length of delay.”

“The sales team will come to me and say, this is the report they were getting from someone before and this is the report they want, can you do it, and with SolveXia, we really haven’t had a problem to date.”

“If you can reduce an operator taking 45 minutes to do a daily report so that, by putting it into SolveXia, it’s now taking five, that’s a really significant saving. SolveXia makes us competitively stronger in our sector, because we can serve our clients better.”

change without risk

Deen says, SolveXia can reduce the risk of key-person dependency. “If I get hit by a bus, it’s all in the system, all they have to do is sign into SolveXia and it’s all there. And because SolveXia has automated a lot more of the reporting, I’ve been able to move into more complex administration and analysis.”

He is also keen to stress that SolveXia also imposes no disruption to existing systems whatsoever, apart from time-savings.

Its pay-as-you-go system of cloud-based subscription pricing is also a huge benefit. As he says, “We found the benefits of SolveXia for ourselves very quickly, but didn’t need to sign up for 10 years.”

another happy SolveXia customer

“With a solid, satisfying experience from using SolveXia, ANC are looking to expand its use” Deen says.

“We’ve got several more KPI reports to develop, so we’re now looking at expanding our use of SolveXia, not just in the number of reports, but in the number of staff that use it on a daily basis, across the whole group and across Australia.”

“Yes, we are very happy SolveXia customers,” he says.

{ case study

A real-world analysis of how insurance company *ClearView* embraced a new technology from *SolveXia* to improve operational efficiencies, reduce human-error risk and increase the proportion of time its staff was able to spend on high-value activities.



introduction

Professional customers for IT solutions typically don't come much more satisfied than Darren Robinson, a top actuary with insurance company *ClearView*.

He's implemented an industry-leading solution at no capital cost. It makes his life easier, offers complete operational and data security with optimal usability. Moreover, it places him firmly at the leading edge of both his industry's best practice and in the evolution of the work of his profession.

Sound like a big claim?

We don't think so. As a "pioneer in this space", Darren also proved the point by bringing the tool that delivers these benefits into not just one leading insurance institution but two, the first being BT Financial Group, owned by Westpac Banking Corporation (WBC) and the second being *ClearView* insurance.

"There were no other solutions out there when we were looking. What we created with SolveXia was exactly what we needed," he says.

Rebuilding a depleted team after a mass departure in its valuation arm, Darren was key in the decision to automate several of BT's actuarial processes in 2009.

"I spent three years at BT, and in the second, we automated a lot of processes, which is when we used the SolveXia platform."

"Now, ClearView has also been able to seize the platform's critical benefits in productivity gains that are both dramatic but continuous and incremental. SolveXia offers robust security of data at a low and predictable monthly cost. But at least as important is its ability to manage with complete reliability the organisation's compliance with increasingly stringent financial reporting obligations."

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It provides 24-7 uptime, and eliminates the need for custom development at the client end, where available resources may be tied up on other undertakings.

Available on demand, perhaps most pertinently to this story, SolveXia can be called on to liberate data from legacy applications and re-stitch it together into new patterns. This transforms the nature of the output as well as the processes that go into its creation, but can also have radical implications for the design of the business itself.

The combination appealed to Darren at ClearView.

“We gave SolveXia a specification of how to take data out of our core system, do particular types of manipulation and put the data back into our actuarial projection. SolveXia delivered pre-built steps until the whole end-to-end process worked without human intervention. When I pressed the button and all the steps started running and completing successfully (indicated by green tick marks on the screen), it was clear this was a good system.”

no more turning the handle

Darren says, “Running diagnostics the way an actuarial department normally would [with manual systems], they’d run a process and determine a profit result. If the results were not reasonable, or as expected, then someone would be responsible for working out where in the process something had failed.”

“But that approach can be risky. These processes can be quite complex, having at least 15-20 significant steps, and you are under time pressure to resolve the issue. To manage this, we have used SolveXia to build diagnostics on each of the critical steps so if something does go wrong, we can find out exactly where in the process it went wrong – and we know this immediately.”

“Where in the old world you might choose to do a check in any particular month because of a particular outcome, we now get SolveXia to run all of those checks every month – after all, being automated, it is now possible to do this with no additional cost, time or effort. Furthermore, because you can develop and refine your processes incrementally, we add checks each month, so our risk-management is constantly improving.”

“When you do each check every month, then you understand the various moving parts better than you otherwise would, and so it’s easier to resolve issues. If you have a problem, you look at a suite of diagnostic outputs, which gives you a view of where the problems could be. Problem identification and resolution is much quicker.”

“Now, unlike in other large insurers whose solutions may have cost tens of millions of dollars ... for infrastructure which is not particularly agile,” ClearView is no longer “locked into something where you can’t make incremental changes”.