



Sesco Information Systems Inc.,

Case Studies

We strive to provide our clients the very best technical expertise and business computing solutions to give them the greatest competitive advantage.

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SESCO's software solutions are widely used by Marketing companies, Airline companies, Insurance companies, Internet Post Offices, Utilities, Banking and Finance organizations because of the power and flexibility of custom built software for print production and SESCO's ability to successfully implement integrated document systems using various technologies (Perl, C, Java, UNIX, Linux) and across various platforms.

We have successfully built software and implemented for various clients across the globe, so can provide a customized solution tailored to your on-going needs.

CASE STUDIES

1. Telecom Utility bill consolidation

Background:

Our customer is among the top 10 utility billing agents in Malaysia. The company processes utility bill for a No.1 telecom company customers.

The Challenge:

Some of the challenges faced by our customer were handling data from multiple sources & systems, personalizing the bill format and problems with using legacy systems. Apart from that their client was in need of a marketing tool with personalized cross selling and up selling messages sent along with the utility bill.

Our Solution:

Our solution entailed a transition from their legacy main frame systems to UNIX services. The open standards of the UNIX environment helped our customer integrate with popular services readily available on the internet and using latest high volume/performance XEROX printers.

Benefits:

- Easy to understand summaries, consolidated accounts, and graphs.
- Customize messages depending on existing plan, usage, location and industry.
- Turn Bills and Statements into effective marketing tools with personalized cross selling and up selling messages.
- Handle multiple data types and different billing systems.
- Create statements that combine different call types or local, long distance, internet etc...
- Implementation of postal barcode & page barcode saved costs in sorting & delivery.
- Unique data format that customers can receive bill in any manner - mailed, faxed or/and emailed.

Technologies:

- Sun Solaris
- Perl/Postscript/PDF
- Docu/Phaser Xerox Printers
- Apache

2. Healthcare Staff Management Services

Background:

Our customer has a successful track record in providing services to the NHS and their contract management arm is accredited with independent standard ISO 9001 for the quality of the service they provide. The core business is to provide temporary staffing management services & consultancy and has an excellent track record of service delivery built on the provision of bank and agency management services to prestigious healthcare clients throughout the UK.

The challenge:

Some of the challenges faced by our customers included not being able to speedily respond to changing government legislation and corporate policies, long delays as also high costs in implementing new business rules, in addition to inconsistencies and error prone with their existing Legacy system, lack of documentation on business rules, inflexibility to address service strategies or multiple channels, no personalization etc..

Our Solution:

Our solution was to design software for management information, consultancy and advice, which included definition of business rules, rule extraction from existing systems, development in rule base. We used our comprehensive rule application development methodology spanning across all stages from - assessment, rule accumulation, rule analysis along with process flow design, design of rule execution strategy, development of rules, rule flow and their interfaces, development of a rule control center , integration, testing and deployment in a rule engine & finally data analysis / report generation.

Benefits:

- Automated knowledge base engine to understand new business rules and implementing it.
- Customized staff tracker.
- Automated timesheet and payroll processing.
- Handle multiple work location for single staff and generates single payroll stub.
- Create statements that combine different work location, time worked & earnings.
- Batch implementation of new business rules across the systems and notifying the same to the managers.

Technologies:

- IRIX/Redhat Linux
- Perl/Mod Perl
- Sybase
- Apache

3. Internet Post Office

Background:

Our customer is one among the top marketing & Design Company in Seoul, South Korea. The company wanted a web based solution to market their catalog, brochure and other value added services like sending letters, greeting cards etc over the internet.

The challenge:

The Company was new to IT Business and wanted to implement most of their traditional services & using the latest technologies.

Our Solution:

Our solution was to design software specifically to send the document (like Catalogs, Brochure, Letters, Postcards, Greeting cards & Telegram etc...) and information through the Internet for speed and efficiency. Internet Post Office service is a service directly on the Web, using an easy-to-understand system that allows communicating and sending information to anyone - regardless of whether or not they are on net at an affordable rate, efficient and faster way.

Benefits:

- Cost savings, faster communication
- Print On demand system
- Rapid implementation & customization

Technologies:

- Sun Solaris
- Perl/Adobe Doc Server
- Oracle
- Apache
- Tektronix Phaser Printers

4. Air Miles Status Reports – Reverse Engineering

Background:

Our customer's client is the No. 1 Airline company in the USA. It has world's largest travel awards program. Its members earn miles each time they purchase an eligible published-fare ticket & fly on their or partners Airlines and they get monthly statements of their accumulated miles & rewards.

The challenge:

A data-management-consulting firm collects members flying data from the airline & partners database and send the raw data in flat files to company's print center. The print center was using a legacy main frame system and was printing data on Airlines letter head.

Legacy system had no documentation and business didn't have complete understanding of the system flow and was need of reverse engineering the legacy systems and replace it with a new system that will print a professionally designed, highly customized report for each member.

Our Solution:

Our solution was to reverse engineering the legacy system & document it with all the existing business rules and design a new system that prints a booklet that contains an attractive, member-specific report.

Benefits:

- Complete Business Understanding
- Turnaround time for printing reports is greatly reduced, as have costs associated with re-working the files.
- Highly customized report for each member.
- Data formatting to suits the entire requirement from various data source.

Technologies:

- HP UNIX
- Perl/Adobe Doc Server
- Oracle

For each of the projects described above, SESCO provided some or all of the following services:

- System Analysis
- Software Design
- Software Development
- Reverse Engineering
- Documentation
- Data Management/Warehousing
- Production Support