



Virtual DBA CASE STUDY

Finance organisation unlocks value of business data

About DDH Graham Limited

DDH Graham Limited (DDH) offers tailored and flexible funds management and administration solutions to the financial services sector.

ddhgraham.com.au



Providing a vast portfolio of solutions to the financial sector, DDH Graham Limited (DDH) was getting stuck in what should have been a straightforward process of high volume invoicing. WARDY IT Solutions had the right experience to solve the problem.

Objective: Automate invoicing and reporting processes

DDH Graham Limited (DDH) offer a range of funds management and administration solutions to the financial services sector. A primary channel is providing invoicing services to third parties including superannuation funds and boutique fund managers. This had been a laborious, manual process within a legacy Microsoft Excel platform that was time-consuming and prone to errors.

DDH wanted to automate invoice processing and also develop reporting to manage this process. The simple but crucial goal was to make invoice processing faster and more informed, and to improve consistency and repeatability. They hoped also to get greater operational transparency.

“One of our main businesses is member administration,” explained Glen Kennedy, Business Analyst, DDH. “We have about 50k members and we charge the trustees for administering the funds for all these members. For every new fund and invoice we required a spreadsheet and an Access database to generate and calculate the invoice manually.”

“We’re talking about up to 300 invoices per month – all generated manually. It was a very intensive process, requiring three staff members. The manual process presented a high potential risk and the move to automation has significantly mitigated this risk.”

“

WARDY IT Solutions is renowned as a Microsoft SQL Server expert. We use SQL Server at DDH and we were confident that WARDY IT Solutions would provide a solution. It was well within their skillset.

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*Glen Kennedy
Business Analyst
DDH Graham Limited*

Data integration solution provides automation and reliability

DDH knew they needed a solution that was much more robust. A way of processing invoices that reduced the amount of manual manipulation of data and allow much faster calculations.

Having worked with WARDY IT Solutions before, Glen Kennedy knew they would have the skills to address this issue and within a tight time period – just six months.

“We did look at a couple of alternatives to WARDY IT Solutions,” said Glen Kennedy. “The others couldn’t deliver within our timeframe but WARDY IT Solutions said they could do it. WARDY IT Solutions could provide the resources quickly and meet the end of the year deadline.”

WARDY IT Solutions implemented an invoice processing and data integration solution which imports the excel extracts from the superannuation platform into the staging tables of a reporting database. The data is then transformed, validated and processed to produce invoice records. A process for developing invoice reports was also implemented using SQL Server Reporting Services (SSRS).

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Bringing complex processes into an elegant solution

The huge challenge for this project was the vast number of different types of invoices DDH process. They were not sure they’d be able to successfully bring it all together into one platform. But the solution has proved itself and provided significant benefits including:

- **Reducing time and labour:** “Our leading invoicer reports that it now takes her a quarter of the time to do her regular invoicing tasks,” said Glen Kennedy. Staff can be taken off process work and turn their attention to other things, increasing the value and satisfaction of their day to day work.
- **Better informed decisions:** High quality data has an immediate impact on business decisions. Management can see more clearly what services are going well and which need attention.
- **Improve service to clients:** “Using Power BI we can build a dashboard of new members, where exits are and deeper insights. We can see whether funds under management are increasing or not. Our entire team can look at DDH as a whole with regards to fees.” These insights mean DDH can provide extra levels of service to clients, making better, data-driven decisions and recommendations.
- **Planting seeds for further innovation:** The solution has been swiftly embraced which also allows the team to look at new initiatives like Power BI. “We’ve just dipped our toe in the water,” said Glen Kennedy. “It does take time to automate processes but the more we do the better we get at it. Over time it does reward you – you become a more common-sense organisation rather than a processing organisation.”

About WARDY IT Solutions

- 65 employees
- Information Technology
- Australia & USA
- www.wardyit.com

WARDY IT Solutions are Australia's leading SQL Server and Business Intelligence specialists. The company creates solutions that enable businesses to maximise returns on their investment in knowledge management. Through the extensive use of Business Intelligence, WARDY IT Solutions help their clients to realise the best possible dividend from their data assets.

WARDY IT Solutions have received numerous industry accolades, most notably the prestigious Microsoft Global Data Platform Partner of the Year in 2013. The organisation is recognised internationally for their innovative solutions, training skills and unwavering commitment to education and furthering the interests of the broader Microsoft SQL Server community. WARDY IT Solutions deliver:

- Project Delivery based on time and resources
- Consultation and Gap analysis
- SQL Server database design and programming
- Support services
- Managed Services and Business Intelligence Solutions
- Business Intelligence Consulting, including strategy, review, design and implementation of Business Intelligence Solutions

“ Our management team and CEO are very happy and excited that the outlay they've put in is getting great returns back in terms of people's time. It means we can move ahead quickly with other projects. And really develop a culture for automation. ”

– Glen Kennedy, Business Analyst, DDH

Words of advice from DDH

Glen Kennedy emphasises the importance of putting the work in to know what you really need, before jumping into solutions and implementation.

“Don't go straight to IT. Do your research first. Start with the end in mind and design a system to get you there. Before we contacted WARDY IT Solutions we did a thorough investigation to prepare and plan.”