



Success Story Financial Services Organization

“We had a major problem accessing critical information and were hemorrhaging cash to fix it. Our Gardner consultant solved it in half the time I expected and saved us significant dollars in the process.”
- Vice President

THE CHALLENGE

Lacking the appropriate internal IT talent, a Fortune 500 financial services organization outsourced the management responsibility of their long-term care insurance system to a consulting company that focused on systems integration.

Soon after they transferred this function, the firm experienced long delays in the reporting component of the system. Reports that were essential to manage the business were taking hours to generate. Because the consulting company was charging by the hour, not only did the client experience reporting lags, but struggled with significant cost overruns as well.

Neither the consulting company nor the client was able to identify the source of the problem, and they looked to Gardner Resources for the answer.

THE SOLUTION

Within 24 hours, we found the consultant with the precise qualifications to examine and redress this pivotal issue. He implemented performance testing tools to evaluate the extent of the problem and most importantly, locate the cause.

Now that the cause had been identified, the Gardner consultant went to work solving the issue. He developed a number of solutions that not only corrected reporting delays, but accelerated the speed of the entire system.

The client anticipated that identifying and implementing the solution would take five to six months. Our consultant completed the assignment in three.

THE IMPACT

By restoring proper functioning to four integral programs, we reduced our client’s daily charge backs by 90%, which translated into a savings of thousands of dollars per hour.

Additionally, because of the increased speed of the whole system, not just the report generation piece, we delivered an upgraded product that extended well beyond the parameters of the assignment.