

The Situation

Manulife Financial had recently entered a new line of business, selling 529 College Savings plans. When people opened a 529 College Savings account through Manulife, transactions were recorded and maintained in a third party administrator's system. Simple reports were then sent to Manulife to indicate any new and ongoing 529 activity. Manulife needed more detailed information, and also needed to feed their internal systems with 529 data. In order to stay competitive, Manulife needed this done very quickly.

The Challenge

The challenge was as to get daily, electronic file feeds from the third party administrator. Once received, this data then needed to be quickly and reliably loaded into a database. The next challenge was to create detailed and informative reports from this raw data. Finally, data needed to be fed to other Manulife systems so that commissions could be paid to sales people who sold the 529 plans.

The Response

Integra professionals joined the Manulife team in designing a database schema that contained tables to store transactions and a datamart that could be used for reporting. Integra also worked with Manulife and the third party

administrator to define the file feeds. Integra was then mainly responsible for building the database, writing SQL scripts, dos bat files and PL/SQL code to load the database and ultimately to load the datamart. The datamart would then be used to load a Cognos cube for reporting. Integra also created the files and the feeds that were used in "downstream" systems for commissions and financials reporting.

The Result

With Integra's help, Manulife was able to accomplish a very successful implementation of a 529 College Savings system that within months became a multi-million dollar business for Manulife. This was done within a very quick time frame. Integra was given primary responsibility for the support of this system and worked with Manulife for several new releases of 529 over the following year and a half. The additional releases included enhanced database functionality and reporting.

The Technology

Oracle8i, PL/SQL, SQL, Cognos, Erwin, DOS bat files



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