CU2 Global – Case Study

CU2 Global "CU2" is a drag and drop solution for migrating Microsoft Access legacy applications, forms and files into the modern, secure system environment of SQL Server.

CU2's Robotic Process Automation technology engine converts not less than 90%, and up to 100%, of the conversion issues inside a Microsoft Access application as well as flagging the remaining outstanding issues, fast-tracking the resolution and completion of the migration project.

CU2 enables an organisation to address their Microsoft Access legacy issues in a manner that dramatically reduces the implementation and business risk in a timely and cost-effective manner.

The Background

Founded in Adelaide in 1999, MyBudget is dedicated to helping people gain control of their finances and manage personal debt, to date proudly reducing financial stress for over 25,000 Australians. The Company is widely recognised as the Nation's leader in personal budgeting services.

With over 200 staff located in multiple branches in Adelaide and offices in each of Brisbane, Sydney and Melbourne MyBudget manages financial information for many thousands of customers, processing over $425 million in salaries and well over 1,000,000 transactions annually. The business growth has been spectacular and is continuing, gaining the Company listing in the BRW Fastest Growing Companies Fast 100 list in each of the 2009, 2010, 2011 and 2012.

The primary database is Microsoft Access comprising approximately 100 tables with over 2,000,000 records providing information for high volume use by several ancillary applications in customer service, account setup, finance, and customer interactions and accounts.

The Challenge

MyBudget had simply outgrown the capabilities of the primary database:

- Microsoft Access has a 2GB database size limit which meant the IT staff had to spend up to 15 hours a week compacting the database to minimise the risk of data corruption.

- Access is not designed to support large numbers of concurrent users and the database ran very slowly, rapidly worsening as more and more users were trying to use the systems.

Delivery of exemplary customer service could become compromised and unless action was taken the Company's growth could be inhibited by the lack of scale and performance in its supporting systems.

CU2 Global Solution

Improving the systems became an urgent business imperative. IT staff of MyBudget investigated several possible alternatives including utilising the Microsoft SSMA migration tool to migrate to the Microsoft SQL Server platform. Re-writing the software or licensing 2SQL® a conversion and migration automation product from ConvertU2 Technologies. After a detailed evaluation, they selected 2SQL.

Including user acceptance testing, migration from the original desktop Microsoft Access version to the same application running on the powerful Microsoft SQL Server platform was completed in under two weeks. This compared with 9-12 months to undertake the conversion manually.

Outcome

Using CU2 automation the project timeline and cost of conversion were only a fraction of converting manually

• The systems are now robust, reliable and scalable, with greatly improved data integrity

• The SQL Server platform presently supports more than 100 concurrent users and the vastly improved performance enables staff to deliver the improved customer service MyBudget was seeking.

"Our staff are happy, the business is happy, we've significantly improved the reliability and performance of our system, we have room to grow, and confidence to plan ahead."

Says Steven Blom, Senior Developer, MyBudget.

MyBudget

Case Study Summary

Company
MyBudget – Adelaide, Australia.

Industry
Financial Services – Debtor Management.

Application:
Microsoft Access.

Challenge
- Company had outgrown MS Access functionality.
- Business was struggling to maintain customer service levels.

The CU2 Solution
- Converted over 95% of the application automatically from MS Access to the new SQL Server environment.
- Identified outstanding issues for manual "last mile" completion of the conversion.
- Process of migration required.

Outcome
- Company completed the MS Access migration migration in less than two weeks as compared to 9-12 month manual conversion.
- MyBudget now operates in a scalable technology platform.
- Improved Customer satisfaction via improved customer turn around times.

For further information on the services of CU2 Global, please go to our website:

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